



**I. COURSE DESCRIPTION:**

Use of the Internet has become a standard skill that the office professional must have. Internet Explorer will be used to access resources on the web using appropriate electronic and paper research techniques. Students will become aware of emerging technologies and will explore their application to the business world. The importance of copyright standards and plagiarism will also be addressed.

Further use of the Internet will allow students to develop the Windows system and trouble-shooting techniques learned in the text by acquiring knowledge from other users and manufacturers. Additional software will be sought and installed using safe downloading procedures.

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

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

1. Utilize Internet Explorer to browse and search out Internet resources.

Potential Elements of the Performance:

- Start and exit the Internet Explorer program
- Navigate to URLs and understand their format
- Follow hyperlinks, got to home pages, refresh or stop a page
- Work with tabs
- Search the web effectively to find suitable resources
- Evaluate resources found on the Internet appropriately
- Work with Favourites
- Use Accelerators
- Use a Web Slice
- View web content offline
- Work with RSS feeds
- Evaluate system security and adjust settings appropriately
- Configure privacy preferences
- Clear browsing history and personal information
- Use the Windows Firewall
- Use the Windows Defender program
- Obtain and use appropriate virus protection

2. Utilize the Windows operating system features and the Internet to effectively operate and trouble-shoot a personal computer system.

Potential Elements of the Performance:

- Work with wired and wireless networks
  - Create and use a VPN Connection
  - Browse a network and map a network drive
  - Share files and folders on a network
  - Work with network printers
  - Troubleshoot a network
  - Use Windows Update software to keep Windows 7 current
  - View, install, and remove fonts from the system
  - Remove unneeded files using Disk Cleanup
  - Defragment a disk
  - Expand memory using ReadyBoost
  - Configure Power Settings for different requirements
  - Seek out a suitable means of Backing up/Restoring files and folders
  - Install and remove software and hardware using both physical disks and downloaded programs/drivers
  - Troubleshoot disks, applications, start up, printing, and hardware problems
  - Use Remote Assistance to request and give assistance as required
  - Secure and monitor a computer system through use of user accounts, passwords, and encryption
  - Sync information between computers when online and offline
  - Connect using Remote Desktop
  - Work with laptops to improve performance, set up presentations and conserve power
3. Explore emerging technologies and their application to the business world using a research log to track and evaluate source material.

Potential Elements of the Performance:

- Prepare a research plan and utilize appropriate search procedures/techniques and resources for both electronic and paper research tasks
- Find and research new business/computer technologies
- Maintain an accurate research log
- Evaluate source material to ensure valid sources are used
- Understand the need to properly source and track resources
- Assess and explain the use of a researched technology in a

business setting

- Present findings orally and in writing to colleagues/classmates

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

Microsoft Windows 7. Wempen and Bucki. Published by Paradigm Publishing. ISBN: 978-0-76383-732-7

Three manila file folders (letter size)

USB Memory Stick

### IV. EVALUATION PROCESS/GRADING SYSTEM:

**Tests:** Material covered will be based on projects assigned in class. The order of the tests will be determined in class

**Test 1** – Windows 7 – hands-on/theory test. **40%**

**Test 2** – Internet Explorer – hands-on/theory test. **25%**

**Research Assignment(s)** **35%**

**TOTAL 100%**

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.  |

If a faculty member determines that a student is at risk of not being academically successful, the faculty member may confidentially provide that student's name to Student Services in an effort to help with the student's success. Students wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

#### **VI. SPECIAL NOTES:**

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents outline classroom policies that must be followed.

By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.

These skills include:

- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times
- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the chair which may result in suspension or expulsion from the course/program

The Student Code of Conduct (found on the portal) provides guidelines and disciplinary procedures for the college community. Academic dishonesty as defined in the Student Code of Conduct will result in a zero grade for all involved parties.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should practise their skills on a daily basis.

*All the Right Type* typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit <http://www.ingenuityworks.com/> for more information on purchasing All the Right Type for home use.

Lectures will not be repeated in subsequent classes. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

It is expected that 100 percent of classroom work be completed as preparation for the tests. The college network (S:/My Documents) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

All requested assignments must be submitted in a labeled folder complete with a plastic USB/CD pocket. All work must be labeled with the student's name and the project information on each page.

A late assignment will be accepted if submitted within 72 hours of the due date and time. Twenty-five percent will be deducted from late/incomplete assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.

Students are expected to check college e-mail twice daily as a minimum to ensure timely communication of course information.

Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

Students are expected to be present to write all tests during regularly scheduled classes. Students must ensure that they have the appropriate tools on hand to do the test.

Test papers may be returned to the student after grading to permit review of the tests. However, the student must return all test papers to the professor who will keep them on file for two 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 date test papers are returned in class.

A supplementary test will be administered at the end of the module for those students who have:

- attended 75 percent of classes
- completed all required course work
- failed the course or missed one test.

The mark achieved on the supplemental will replace the lowest test for the final grade calculation.

In exceptional circumstances, the department will review the application of this policy on an individual basis. Supporting documentation may be required.

**VII. COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.