



**I. COURSE DESCRIPTION:**

Information technology is an integral part of the 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 2000 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 CICE student, with the assistance of an Educational Assistant will demonstrate a basic 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

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- 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

*This module will constitute 15% of the course grade.*

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 15% 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

*This module will constitute 6% of the course grade.*

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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

*This module will constitute 6% of the course grade.*

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

*This module will constitute 6% of the course grade.*

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

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- Group tasks and notes into categories; change the task/notes/journal entry view
- Automatically record journal entries

*This module will constitute 6% of the course grade.*

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 6% of the course grade*

8. Apply the knowledge of microcomputer operating system software concepts to the office environment (using Windows 2000).

Potential Elements of the Performance:

- Describe the general features of Windows 2000
- Identify parts of the Windows 2000 opening screen
- Open, move, resize, minimize, maximize, and restore windows
- Use a mouse to move around the desktop
- Start and shut down Windows 2000
- 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

*This module will constitute 3% of the course grade.*

9. Configure a computer for use in an office setting by employing the customizing features of Windows 2000.

Potential Elements of the Performance:

- Explain how to use the Windows Control Panel
- Set keyboard, display, and mouse accessibility options

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- 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

*This module will constitute 10% of the course grade.*

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
- Use Disk Cleanup to clear your disk of unnecessary files
- Run the Disk Defragmenter
- Create folders and subfolders to assist with the file management process
- Copy and move files from one folder to another; delete and undelete files and folders; restore a deleted file or folder from the Recycle Bin
- 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

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- Search a folder or a disk, and use wildcard characters
- Run applications from Explorer

*This module will constitute 20% of the course grade.*

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 7% 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 2000 Basics
9. Customizing Windows 2000 using the Control Panel

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10. Using My Computer and Windows Explorer to Perform File Management Tasks
11. Using Accessory Applications

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

Internet Explorer 6 – Introductory Concepts and Techniques, by Shelly, Cashman, Forsythe, published by Course Technology/Thomson Learning, 2002.

Microsoft Outlook 2000 – Marquis Series, by Denise Seguin, published by EMC Paradigm, 2001

Microsoft Windows 2000 – Professional – Beginning Course, by Bergerud & Busche, published by Course Technology/Thomson Learning, 2001.

Three manila file folders (letter size)  
Five 3 ½” high density disks  
Three individual diskette pockets  
Disk labels  
Mouse pad  
Carrying/storage case for disks

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

##### **Tests:**

**Test 1** - Students will be evaluated on their use and knowledge of Internet Explorer 6 and Microsoft Outlook 2000 through a hands-on/theory test. Material covered will be based on projects assigned in class. **50%**

**Test 2** – Students will be evaluated on their use and knowledge of Windows 2000 through a hands-on/theory test. Material covered will be based on projects assigned in class. **35%**

**Projects:** Completion of projects using Internet Explorer 6, Outlook 2000, and Windows 2000 as assigned in class. **15%**



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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%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies &amp; Procedures Manual - Deferred Grades and Make-up</i> ).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades.	

## 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 E1101 or call Extension 703, 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.

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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.

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 EITHER the lowest failed OR one missed test.

Each student will be required to keep a file in a designated room. This will facilitate the return of assignments, grades, and any messages the Office Administration faculty needs to relay to the students.

A disk labeled with the student's name, professor's name, and the course name MUST be available with the assignment. At the professor's discretion, disks will be checked. Students are advised to maintain at LEAST one backup of all files. A lost or damaged diskette will not be an acceptable reason for a late or incomplete assignment.

It is expected that 100 percent of classroom work be completed and submitted on time. A late assignment with an attached Extension form will be accepted if submitted within 72 hours of the due date and time. Twenty-five percent will be deducted from late assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.

Marks will be deducted for incomplete work.

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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 complete with a plastic disk pocket.

During testing, the program's on-line help may be available. 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 one year.

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 so the professor can observe work and provide guidance as necessary.

#### **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.

**CICE Modifications:****Preparation and Participation**

1. An Integrative Educational Assistant will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Integrative Educational Assistant may not attend all classes with the student(s), support will always be available. When the Integrative Educational Assistant does attend classes he/she will remain as inconspicuous as possible.

**CICE Modifications:****A. Tests may be modified in the following ways:**

1. Tests which require essay answers may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests which use fill in the blank format may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

**B. Tests will be written in the Learning Assistance Centre with assistance from an Integrative Educational Assistant.*****The Integrative Educational Assistant may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.