

I. COURSE DESCRIPTION:

Information technology is an integral part of today's workplace. This course will prepare the CICE student 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. The CICE student 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 CICE student, along with the assistance of a Learning Specialist, will demonstrate the 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:

- Describing Internet and the World Wide Web
- Describing hypermedia and browsers
- Explaining a link, Uniform Resource Locator, and Hypertext Markup Language
- Launching Internet Explorer 6
- Utilizing Internet to search out pertinent web sites, software and data
- Clicking links to display Web pages; refresh web pages
- Browsing the World Wide Web using the History list, Favorites list, or URLs; clear the History list
- Adding and removing a Web page from the Favorites list; create/delete a folder in the Favorites list
- Saving a picture or text from a Web page or an entire Web page on a floppy disk
- Copying and pasting text or pictures from a Web page into a Word/WordPad document
- Printing a Web page
- Customizing the Standard Buttons Toolbars
- Using Internet Explorer Help
- Changing the home page
- Deleting cookies and temporary Internet files
- Specifying a privacy setting when using the Internet
- Assigning a web site to a security zone
- Controlling the Internet content to which a computer can gain access

2. Use Web research techniques and search engines.

Potential Elements of the Performance:

- Listing the criteria for evaluating a Web resource
- Describing the types of search tools
- Searching the Web using either a directory or keywords
- Searching the Web using the Search Assistant
- Customizing and refining a search
- Describing the techniques used for successful keyword searches
- Searching 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:

- Starting outlook
- Customizing the Outlook window
- Navigating between Outlook Components
- Sending e-mail message
- Getting help in Outlook
- Receiving and responding to e-mail
- Customizing messages
- Working with attachments
- Deleting items
- Creating contacts and distribution lists
- Working in different contact views
- Sending contact information to others
- Organizing contacts
- Creating a Word Mail Merge from Outlook
- Removing customizations and deleting items
- Planning tasks and schedules
- Taking notes
- Compiling, organizing and assigning a task
- Scheduling the calendar
- Planning a meeting
- Checking off completed tasks
- Saving a calendar as a web page

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

Potential Elements of the Performance:

- Starting and shutting down Windows XP
- Using a Pointing Device
- Running multiple programs
- Manipulating a window
- Using program menus
- Using toolbars
- Using dialog box controls
- Using Help
- Formatting a disk
- Working with text
- Saving a file to disk, USB drive, network drive, or cd
- Opening a file
- Printing a document
- Using My Computer
- Changing the appearance of the My Computer Window
- Working with folders and directories
- Working with files
- Copying an entire floppy disk
- Working with the Folders Pane
- Working with files in the right pane of Windows Explorer
- Printing the Windows Explorer Window
- Moving files in Windows Explorer
- Moving or Copying files between drives
- Working with the Favourites Pane
- Working with the Media Pane
- Viewing your file history
- Using the Search Companion in Windows Explorer
- Changing the desktop settings
- Using Shortcuts
- Using the Control Panel
- Activating a screen saver
- Changing display settings
- Modifying the taskbar
- Working with taskbar options
- Editing the start menu

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.

- Introduction to the Internet and the World Wide Web/Browser Basics
- Searching the Web
- E-mail Basics
- Scheduling using Microsoft Outlook
- Managing Contacts using Microsoft Outlook
- Using the Tasks, Notes, and Journals Features of Microsoft Outlook
- Windows XP Basics
- Customizing Windows XP using the Control Panel
- Using My Computer and Windows Explorer to Perform File Management Tasks

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Internet Research, 3rd Edition by Donald I. Barker. Published by Thomson Course Technology 2005. ISBN: 1-42390508-3

New Perspectives Microsoft Outlook 2003 Robin M. Romer. Published by Thomson Course Technology, ISBN: 0619267720

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

The above two books are bundled with a USB drive under ISBN: 0176178996 at the Campus Shop.

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 – The CICE student will be evaluated on their use and knowledge of Windows XP through a hands-on/theory test. **30%**

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

Test 3 - Evaluation on the use and knowledge of Internet Explorer and research techniques through a hands-on/theory test. **35%**

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 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.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in the *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 Learning Specialists, in conjunction with 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.).

A disk labeled with the student’s, professor’s, and the course name **MUST** be available with the test if requested by the professor.

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.

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. A Learning Specialist 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 Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

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 CICE office with assistance from a Learning Specialist.***The Learning Specialist 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.

C. Assignments may be modified in the following ways:

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

The Learning Specialist may:

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

D. Evaluation:

Is reflective of modified learning outcomes.