

I. COURSE DESCRIPTION:

Office Administration professionals are required to be proficient in the use of the personal computer to manage information and communications. C.I.C.E. students will work with the Windows 7 operating system to efficiently handle a personal computer, peripherals, and storage. Outlook 2010 will be studied to an advanced level to ensure effective management of communications and information.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the C.I.C.E. student, with the assistance of a Learning Specialist, will demonstrate the basic ability to:

1. Utilize Windows 7 to operate a personal computer with peripherals, and manage storage of computer files.

Potential Elements of the Performance:

- Start the Windows program, log in and out of a network
- Identify the parts of the Windows Desktop and windows
- Identify and operate/access attached peripherals/slots/bays
- Start and close programs
- Arrange windows and switch among programs
- Minimize, redisplay, maximize, and restore a window
- Use toolbars to activate commands and menus
- Use menus and dialog boxes to activate commands
- Use the Help and Support Center
- Differentiate between My Computer and My Documents
- View disk contents
- Create, Name, and Manage folders
- Change folder views
- Share files and folders
- Set folder options
- Create and delete shortcuts
- Move/copy files and folders between storage devices
- Copy groups of files – including using the Send To command
- Create, save, modify, preview, and print files from menus
- Search for local files by name, type, other criteria, or search strings and wildcard characters
- Capture screen images
- Add items to Favourites
- Track file history
- Compress files using the Send To command
- Manage the Recycle bin

- Customize the Desktop, Taskbar, Start Menu, Keyboard, Mouse and User Account
 - Set up user accounts
 - Set time, date, and power options
 - Use System Restore
 - Set program access and defaults
 - Use Windows Update
 - Check a disk for errors
 - Format or Defrag a disk
2. Utilize the Outlook program to communicate and manipulate information.

Potential Elements of the Performance:

- Send, resend, and respond to e-mail messages
- Attach files of various sorts to e-mail messages
- Safely preview, open, and save attachments received
- View, sort, and print e-mail messages
- Create and modify contacts
- Create, edit, send, and add electronic business cards
- Create and modify distribution lists
- Export from and import contacts to an Excel file
- Create a Personal Contacts Address Book
- Move and copy contacts between folders
- View and print contacts
- Delete an Address Book
- Navigate within the Calendar feature
- Create one-time and recurring appointments, meetings, and events and mark as private where necessary
- Create an appointment, meeting, or event from an e-mail message or task
- Schedule meetings with mandatory and optional attendees
- Determine when attendees are available using Group Schedules
- Track responses to meeting requests
- Schedule attendees and meeting resources from the Address Book
- Change a meeting time and send an update to all attendees
- Respond to an invitation
- Propose a new meeting time
- Modify one instance of a recurring meeting
- Add a meeting attendee and send update to new attendees only
- Cancel a meeting and notify attendees
- Customize calendar settings with a defined work week, time zone, and predefined holidays
- Share and view calendars with others on a common network
- Configure free/busy privacy settings

- Send calendar information in an e-mail message
- Publish calendar information to Office Online
- Subscribe to an internet calendar
- View multiple calendars in Overlay Mode
- Print a calendar
- Create and modify new and recurring tasks
- Mark tasks as private
- Complete tasks
- Assign tasks to others, accept and decline tasks, and send status reports of assigned tasks
- Search for specific tasks
- Configure e-mail settings such as signature and automated settings, message sensitivity and importance, security settings, and delivery options
- Create and manage e-mail polls/voting
- Organize mail folders and manipulate e-mail messages
- Create, modify, and remove rules to manage e-mail messages
- Utilize the search feature to locate specific e-mail messages
- Customize Outlook
- Categorize and manage Outlook data files

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.

- Use of Windows Explorer to perform file management
- Operation of hardware peripherals
- Basic and advanced use of the Outlook program including Mail Messages, Calendar, Contacts, Tasks, and Rules.

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Title: Microsoft Windows 7
Author: Wempen and Bucki
Publisher: Paradigm Publishing

Title: Microsoft Outlook 2010
Author: Nordell
Publisher: McGraw-Hill

Three manila file folders (letter size)

USB Memory Stick

V. 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 - a hands-on/theory test. **40%**

Test 2 – Outlook 2010 - a hands-on/theory test. **40%**

Assignments **20%**

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. | |

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 provide classroom policies that must be followed.

Students are expected to check college e-mail twice daily as a minimum.

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

Students are expected to demonstrate respect for others in the class.

Classroom disturbances will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One E-mail notification from professor
- Meeting with the dean which may result in suspension or expulsion

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

Keyboarding proficiency is an integral component of the Office Administration–Executive program. Students who are unable to keyboard with touch type techniques should be practicing 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.

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. If required, work must be submitted in a labeled folder complete with a plastic CD pocket. 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.

Students are expected to be present to write all tests during regularly scheduled classes. During tests, students are expected to keep their eyes on their own work. Academic dishonesty will result in a grade of zero (0) on the test for all involved parties. A missed test will receive a zero (0) grade.

Tests will not be "open book." Students must ensure that they have the appropriate tools to do the test. One 3x5" index card (double-sided) can be utilized during the test as a memory aid for this course.

Test papers may be returned to the student after grading in order to permit verification of the results and to review 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.

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. An appropriately labeled USB/CD containing completed daily work MUST be available with the test if requested by the professor.

VII. COURSE OUTLINE ADDENDUM:

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

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.