SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: INTEGRATED OFFICE MANAGEMENT

CODE NO.:   COM125

PROGRAM: NATIVE COMMUNITY WORKER

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**PREVIOUS OUTLINE
DATED:**   JANUARY, 1996
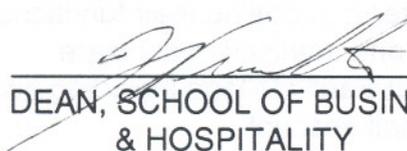
APPROVED: _____   _____
                  DEAN, SCHOOL OF BUSINESS   DATE
                     & HOSPITALITY

TOTAL CREDITS: 3

TOTAL CREDIT HOURS: 51

PREREQUISITES: None

I.   PHILOSOPHY/GOALS:

This course is designed to provide the Native Community Worker student with the knowledge and basic skills needed to handle duties related to their employment. Students will become proficient with basic computer concepts, the Windows graphical interface, and word processing software applications (WordPerfect 6.1 for Windows). This software knowledge will be applied to the preparation of administrative paperwork such as reports, general correspondence (letters and memos), and meeting documentation (meeting notices, agendas, and minutes).

Effective meeting planning is a key element of the course involving practical group work and role playing. The importance of good time management and teamwork skills will be emphasized and developed throughout the course. A personal E-mail account will be introduced and used throughout the course to facilitate good communications between students and faculty.

NOTE: Additional assignments may be given by the professor throughout the course to strengthen student skills.

II.   STUDENT PERFORMANCE OBJECTIVES:

(1)   INTRODUCTION TO COMPUTERS (5% of course content)

Following completion of **Module 1 - INTRODUCTION TO COMPUTERS**, the student should be able to:

1.   Describe the components of a computer and outline their functions.
2.   Distinguish between system software and application software.
3.   Function in the network environment at Sault College including accessing windows software and a personal E-mail account.
4.   Understand the basic steps involved in purchasing, setting up, and maintaining a PC.

Resources:

Work Through: COM1-COM30
Prepare: Student Assignment 1, Student Assignment 2

Work Through: Professor Demonstration of the Network and E-mail system.
Prepare: E-mail messages to the professor and fellow students throughout
                  the course.

(2) **INTRODUCTION TO WINDOWS** (15% of course content)

Following completion of **Module 2 - INTRODUCTION TO WINDOWS**, the student
should be able to:

Project 1 - Using Windows: a graphical user interface

1.   Identify the elements of a window.
2.   Perform the four basic mouse operations of pointing, clicking, double-clicking,
      and dragging.
3.   Correct errors made with the mouse.
4.   Understand the keyboard shortcut notation.
5.   Use the menu commands and dialogue boxes.
6.   Start and exit an application.
7.   Work with files including naming conventions, directory structures, and paths.
8.   Create, save, open, and print a document in Notepad.
9.   Open, maximize, and scroll a window.
10.   Obtain online Help while using an application.

Resources:

Work Through: WIN2 - WIN38
Prepare: Student Assignments 1 & 2; Lab Exercises 1, 2, & 4.

Project 2 - Exploring Program Manager

1.   Identify the applications that come with Microsoft Windows 3.1 .
2.   Open, scroll, resize, move, activate, and close a group windows.
3.   Tile, cascade, maximize, and restore a group window.
4.   Create a new group.
5.   Copy program icons between group windows.
6.   Arrange item and group icons in their respective windows.
7.   Adjust the properties of an icon.

8.   Delete an item icon and a group window.

<u>Resources:</u>   (optional at professor's discretion)

Work Through: Pages WIN48 - WIN90.
Prepare: Student Assignment 2; Lab Exercise 2

<u>Project 4 - Disk and File Maintenance</u>

1.   Start the File Manager program and identify the elements of its window.
2.   Display, collapse, and expand directories.
3.   Display all or partial file details.
4.   Sort the contents list.
5.   Search for a file or directory.
6.   Understand the concepts of diskette size, capacity and the possible need for formatting.
7.   Create a subdirectory.
8.   Open, move, and close a second directory window.
9.   Select and copy one file or a group of files.
10.   Change the current drive and current directory.
11.   Replace a file on disk.
12.   Rename or delete a file or directory.
13.   Create a backup diskette.

<u>Resources:</u>

Work Through: WIN165 - WIN217
Prepare: Student Assignment 1, 2, & 3; Lab Exercises 2 & 4.

(3) **WORD PROCESSING USING WORDPERFECT 6.1** (50% of course content)

<u>Learning Activities</u>:

Following completion of **Module 3 - WORD PROCESSING USING WORDPERFECT 6.1**, the student should be able to:

<u>Project 1 - Creating and Editing a Document</u>

1.   Both open and exit from WordPerfect 6.1 for Windows.
2.   Name the WordPerfect window parts and defaults.
3.   Create, format, name, save, retrieve, edit, and print a document.
4.   Use the reveal codes feature to locate text and codes.

5.   Select text to bold or center.
6.   Change font face and size.
7.   Use reveal codes to locate and delete unwanted text and/or codes.
8.   Insert, move, and size clip art.
9.   Use the zoom and spellcheck features.
10.   Save and edited document.
11.   Preview and print a completed document.
12.   Delete, insert, overtype, and recover text.
13.   Use the online help system.

Resources:

Work Through: WP1-WP62
Prepare: Student Assignments 1, 2, & 4; Lab Exercises 2 & 3; Lab
                   Assignment 2.

Project 2 - Creating a Business Letter and Resume

1.   Change screen defaults and margins.
2.   Add horizontal lines.
3.   Create a letterhead.
4.   Insert the date automatically.
5.   Type a standard business letter format.
6.   Create hanging indent paragraphs.
7.   Work with two open document windows.
8.   Format a two-column resume.

Resources:

Work Through: WP75 -WP128
Prepare: Student Assignments 2 & 3; Lab Exercise 3; Lab Assignment 3. (If
                   students have required information for their own resume, they may
                   choose to prepare that in place of Lab Assignment 3 at professor's
                   discretion)

Project 3 - Creating a Research Report With & Without a Template

1.   Use formatting standards for a Research Report.
2.   Use a supplied template.
3.   Set up headers/footers.
4.   Set up foot/end notes, citations, and a works-cited page.
5.   Move, copy, cut and paste, and search text.

6.   Use the thesaurus.
7.   Set line spacing.
8.   Use indent.
9.   Use soft/hard page breaks.

Resources:

Work Through: WP142 - WP195
Prepare: Student Assignments 1, 2, 4, & 6; Lab Exercises 1, 2, & 3; Lab
                     Assignment 3.

(4) TIME MANAGEMENT (5% of course content)

Following completion of the unit on **TIME MANAGEMENT**, the student should be able to:

1.   Identify typical time wasters and explain how to remove them from the daily
      routine.
2.   List and discuss a minimum of ten techniques which will provide for more
      efficient use of time.
3.   Use calendar and reminder systems.
4.   Analyze and prioritize tasks.
5.   Cooperatively plan and negotiate team tasks and responsibilities.
6.   Negotiate, accept, and meet deadlines.

Resources:

Professor Lectures
Professor Demonstrations - Use of Tickler Files, Perpetual Diary, To Do Lists
Videos -   It's About Time (C290 - 30 min.)
              The Time of Your Life (C255 30 min.)
              Time Management (C1256 - 25 min.)
              Project Management (C560 - 30 min.)

Assignment: Perpetual Diary Maintenance
            Completion of To Do Lists for one week

(5) MEETING PLANNING AND CHAIRING A MEETING (25% of course content)

Following completion of the unit on **MEETING PLANNING AND CHAIRING A MEETING,** the student should be able to:

1.   Understand the dynamics of a meeting, when to call one, and who to invite.
2.   Organize appropriate facilities, equipment, services, and supplies.
3.   Prepare a notice of meeting.
4.   Prepare an agenda.
5.   Prepare a resolution.
6.   Prepare minutes of an informal and formal meeting.
7.   Participate in meetings.
8.   Take notes to record minutes.
9.   Apply rules of order when chairing a meeting.
10.   Prepare a main motion.
11.   Amend a motion.
12.   Identify the three types of motions.
13.   Describe the main types of committees.

Resources:

Professor Lectures
Videos: Point of Order (A/V)
          Hemi Series - Effective Meetings (Office Admin.)
Handouts: Minute-Taking Techniques - Parts I, II and III
Text: Read How to Chair a Meeting, Chapters 1-5, pp. 1-61
Assignment: Complete Minutes of Meeting Assignment.
          Prepare a resolution, agenda, notice of meeting.
          Participate in a simulated meeting and serve as a participant, chair, or recorder.

III. **EVALUATION METHODS:**

Mid-Term Reporting

S   Satisfactory Progress
U   Unsatisfactory Progress
R   Repeat (objectives have not been met)
NR   Grade not reported to Registrar's Office.

Final Grade Reporting

A+   90% - 100% Consistently Outstanding
A   80% - 89% Outstanding Achievement
B   70% - 79% Consistently Above Average
C   60% - 69% Average
R   Below 60%   Repeat - Objectives of this course have not been achieved
                  and the course must be repeated.

Evaluation

Computer Concepts	-	Test #1	5%
Windows	-	Test #2	10%
		Assignment	5%
WordPerfect	-	Test #3	5%
		Test #4	15%
		Test #5`	15%
		Assignment	15%
TimeManagement/ Meetings	-	Assignment	30%

			100%

**Note: Seventy-five (75) percent attendance is required to receive a
passing grade as per the requirements of the NCW program.**

NOTES:

1. Students who are unable to keyboard with a touch typing technique are encouraged to use the All The Right Type typing tutor software located on the A-Wing network and in the Learning Assistance Centre.

2. 100 percent completion of all assignments is expected. A zero will be assigned after the third consecutive day (holidays and weekend included) the assignment is late. Students are advised to maintain a backup of all files on diskette. Loss of output due to a lost or damaged diskette will not be an acceptable reason for a late or incomplete assignment.

3. A disk labelled with the student's, professor's, and course name MUST be available with the assignment. At the professor's discretion, disks will be checked.

4. If a student is not able to write a test because of illness or a legitimate emergency, that student <u>must</u> contact the instructor <u>prior</u> to the test and provide an explanation which is acceptable to the instructor (medical certificates or other appropriate proof may be required). If this is not possible, student should contact the instructor before next class. In cases where the student has contacted the instructor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C" (60 percent). In cases where the student has not contacted the instructor, the student will receive a mark of "0" on that test. **There will be no rewrites on tests**.

5. Field trips, guest speakers, and specified visuals may be arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, a deduction of 10 percent will be made to their final grade unless prior arrangements have been made with the professor.

WARNING: Academic dishonesty will result in a grade of zero (0) on the assignment or test for all involved parties.

IV.   **REQUIRED STUDENT RESOURCES**:

1.   Learning to Use Windows Applications by Shelly and Cashman

      Includes the following modules:
            1) Introduction to Computers
            2) Introduction to Windows
            3) WordPerfect 6.1 for Windows.

2.   3 Disks - 3 1/2" high density pre-formatted 1.44 MB.

3.   One plastic disk container.

4.   How to Chair a Meeting, Kevin Paul

V.   **SPECIAL NOTES**:

Students with special needs (e.g. physical limitations, visual impairments, hearing impairments, learning disabilities) are encouraged to discuss required accommodations confidentially with the professor.

Your professor reserves the right to modify the course as deemed necessary to meet the needs of students.