SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ON

COURSE OUTLINE

Course Title: Computer Training

Code No.: CSE301 **Semester:** FIVE

Program: Computer Systems Support

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Date: Sept 1999 **Previous Outline Date:**

Approved: _____ _____
                        Dean   Date

Total Credits: 6 **Prerequisite:**

Length of Course: 16 Weeks **Total Credit Hours:** 64

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I .   COURSE DESCRIPTION :

This course will prepare the student for a training role in the computer support field. It will focus on the characteristics of teachers and learners, and how they interact in the learning of hardware and software skills. This course will focus on developing skills at teaching and coaching at the one-on-one and small group level.

Students will learn a new software package in order to develop tutoring and presentation skills.

II .   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE :

A .   LEARNING OUTCOMES :

1 .   Describe the characteristics of teaching and learning as it applies to computer skills.

2 .   Assess computer users training needs.

3 .   Design training plans.

4 .   Evaluate student learning..

5 .   Manage small group learning situations**..**

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II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE (Continued):

B.   Learning Outcomes and Elements of Performance:

1 .   Describe the characteristics of teaching and learning as it applies to computer skills.

Potential elements of the performance:

- Describe the characteristics of adult learniners and the various learning styles.
- Describe the various rolls the trainer may fill such as facilitator, mentor, coach and teacher.
- Analyze standard software programs from the perspective of learning requirements.
- Describe typical learning scenarios associated with the delivery of information, practice, and assessment of various software packages.

This will constitute approximately 20 % of the course grade.

2.   Assess computer user's training needs.

Potential elements of the performance:

- Develop good listening skills.
- Analyze typical user functions.
- Assess the current skill level of users.
- Develop interview skills.

This will constitute approximately 20% of the course grade.

3.   Design training plans.

Potential elements of the performance:

- Perform a needs assessment.
- Identify learning resources.
- Define specific objectives.
- Create a plan.

This will constitute 20% of the course grade.

4.	**Evaluate student learning**.

	Potential elements of the performance:

- Discuss the general principles of evaluation.
- Discuss assessment procedures and how they can be applied to various software packages..
- Develop practical laboratory assessment tools.
- Develop valid tests and quizes.
- Validate assessment procedures.

	This will constitute 20 % of the course grade.

5.	Manage small group learning situations.

	Potential elements of the performance:

- Discover the variety of learning styles within a group.
- Create a positive learning climate.
- Plan and carry our group discussions.
- Compare small group and individual learning environments.

	This will constitute 20 % of the course grade.

## III.	**TOPICS TO BE COVERED**

TOPICS

**1	Principles of learning.**
**2	The adult learner.**
**3	Teaching software packages.**
**4	Principles of evaluation.**
**5	Personal Communication.**
**6	Managing small groups.**

IV.   REQUIRED STUDENT RESOURCES

Teacher of Adults course Notes from instructor.
Additional handouts from instuctor.
Internet research sites.

V   EVALUATION METHODS :

Tests   60%
Quizzes   15%
Assignments and Lab Work   25%

- Some minor modifications to the above percentages may be necessary.
  The professor reserves the right to adjust the mark up or down 5% based
  on attendance, participation, leadership, creativity and whether there is an
  improving trend. Students must have passing grades in the tests and assignments
  portion to pass the entire course.

- Students must complete and pass both the test and assignment portion of the course
  in order to pass the entire course.

- All Assignments must be completed satisfactorily to complete the course.
  Late hand in penalties will be 5% per day. Assignments will not be accepted
  past one week late unless there are extenuating and legitimate circumstances.

- The professor reserves the right to adjust the number of tests, practical tests
  and quizzes based on unforseen circumstances. The students will be given
  sufficient notice to any changes and the reasons thereof.

V   Evaluation Methods (Continued)

A student who is absent for 3 or more times without any valid reason or
effort to resolve the problem will result in action taken.

Note: If action is to be taken, it will range from marks being deducted to a
              maximum of removal from the course.

GRADING DETAILS

1.   TESTS

      Written tests will be conducted as deemed necessary;
      generally at the end of each block of work. They will be announced
      about 1 week in advance. Quizzes may be condicted without advanced
      warning.

2.   ASSIGNMENTS

      Assignments not completed by the assigned due-date will be penalized
      by 5% per day late. All assignments must be completed satisfactorily to
      complete the course.

3.   GRADING SCHEME

      A+   90 - 100%   Outstanding achievement
      A   80 - 89%   Excellent achievement
      B   70 - 79%   Average achievement
      C   60 - 69%   Satisfactory achievement
      U   Incomplete: Course work not complete at Mid-term
                         Only Used at Mid -term
      R   Repeat
      X   A temporary grade that is limited to instances where special
            circumstances have prevented the student from completeing objectives
            by the end of the semester. An X grade must be authorized. It
            will revert to an R if not upgraded in an agreed-upon time, less than 120
            days.

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V   Evaluation Methods (Continued)

4   **UPGRADING OF INCOMPLETE**

When a student's course work is incomplete or final grade is below 60%,
there is the possibility of upgrading to a pass when the student's performance
warrants it. Attendance and assignment completion will have a bearing on
whether upgrading will be allowed. A failing grade on all tests will remove
the option of any upgrading and an R grade will result. Where a students overall
performance has been consistently unsatisfactory , an R grade
may be assigned without the option of make-up work.

The method of upgrading is at the discretion of the teacher and may consist
of one or more of the following options: assigned make-up work, re-doing
assignments, re-writing of tests, or writing a comprehensive supplemental
examination.

VI   SPECIAL NOTES

1.   All students should be aware of the Special Needs Office in the College.
       If you have any special needs such as being visually impaired, hearing
       disables, physically disabled, learning disabilities you are encouraged to
       discuss required accommodations with the professor or contact the
       Special Needs office so that support services can be arranged for you.

2.   Your professor reserves the right to modify the course as he/she deems
       necessary to meet needs of students.

3.   It is the responsibility of the student to retain all course outlines for possible
       future use in gaining advanced standing at other post-secondary
       institutions.

4.   Plagiarism
       Students should refer to the definition of "academic dishonesty" in the
       "Statement of 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, as
       may be decided by the professor.

5.   Substiture course information is available at the Registrar's office.

6.   Students must achieve a passing grade in both the assignment and
       the test portions of the course.

7.   The topics will not necessarily be covered in the order shown in this
        course outline.

VI.   PRIOR LEARNING ASSESSMENT

Students who wish to apply for advanced credit should consult the professor.