

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE MARIE, ONTARIO

COURSE OUTLINE

Course Title : **MICROCOMPUTER APPLICATIONS 4**

Course No : **CSA202**

Program : **COMPUTER SYSTEMS SUPPORT**

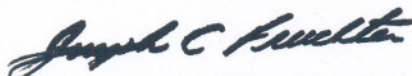
Semester : **FOURTH (4)**

Date : **JANUARY 1998**

Author : **MARCEL VANLANDEGHEM**

Previous
Outline Dated :

APPROVED :



DEAN

98 01 05

DATE

LENGTH OF COURSE : **3 HOURS PER WEEK**

Computerized Accounting	35%	(4-6 weeks)
Introduction to GIS	30%	
Effective Trouble Shooting/ Customer Relations/New Technologies	35%	

MICRO COMPUTER APPLICATIONS 4
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TOTAL CREDITS : 4

PREREQUISITE (S) : Completion of the first year common and CSA201 in the Computer Studies Program

I. COURSE DESCRIPTION :

Students will learn how to use a computer based financial accounting package. Students will set up, install and learn to use the accounting modules relating to current business activities.

Students will become familiarized with trouble shooting and problem solving techniques, as well as learn to develop tracking systems relating to computer maintenance services.

This course will also focus on customer contact and maintaining good customer relations. This section will assist the student in understanding and dealing with various customer levels.

This course will also introduce the student to the world of desktop mapping and GIS. Students will understand the basic fundamentals and concept of GIS.

Students will research a leading edge technology product to better prepare for support requirements for the future. Presentation and WEB based software will be researched and presented.

II. TOPICS TO BE COVERED

- 1. ACCOUNTING APPLICATIONS ON THE COMPUTER**
- 2. DEVELOPING PROBLEM SOLVING & TROUBLE SHOOTING TECHNIQUES**
- 3. DEVELOPING GOOD CUSTOMER RELATIONS**
- 4. INTRODUCTION TO DESKTOP MAPPING & GIS FUNDAMENTALS**
- 5. DEVELOP AND RESEARCH NEW TECHNOLOGY PRODUCTS**

III . LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE :**A . LEARNING OUTCOMES :**

- 1 . Demonstrate the use of a basic computerized accounting system and use many of the integrated modules.
- 2 . Demonstrate effective procedures to trouble shoot and track and document sophisticated computer problems.
- 3 . Demonstrate an understanding of how to maintain good customer relations.
- 4 . Demonstrate the use of GIS and research applied applications.
- 5 . Demonstrate and use a new technology product relating to WEB page authoring and graphical presentations.

B . LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE :

Upon successful completion of this course, the student will demonstrate the ability to :

- 1 . Demonstrate the use of a basic computerized accounting system and use many of the integrated modules.

ELEMENTS OF THE PERFORMANCE

- Learn the basic accounting principles
- Learn what integration means and how to set up and install an accounting module
- Learn to set up and run a basic G/L system
- Set up and run a basic A/R system
- Set up and run a basic A/P system
- Set up and run a basic Inventory System
- Set up a basic payroll system
- Generate financial reports

2. Demonstrate effective procedure to trouble shoot, track and document sophisticated computer problems.

ELEMENTS OF THE PERFORMANCE :

- Developing listening skills
- Information gathering
- Questioning and paraphrasing
- Using and developing trouble shooting templates
- Understand the characteristics of problems
- Pitfalls to avoid in problem solving
- Develop a structured process
- Information mapping
- Selecting techniques to identify problem causes
- Selection methodologies
- Evaluation techniques and frequently asked questions (FAQs)

MICRO COMPUTER APPLICATIONS 4
COURSE NAME

CSA202
COURSE CODE

3. Demonstrate an understanding of how to maintain good customer relations

ELEMENTS OF PERFORMANCE

- Demonstrate and understand effective communication
- Understand barriers
- Use effective telephone communication
- Understand how to deal with different personalities
- Understand how to deal with different customer levels
- Understand how to handle conflict situations
- Learn when it's time to involve higher management
- Understand how to manage and work with customer perception
- Demonstrate the ability to tutor clients on various software applications

4. Demonstrate the use of GIS and researched applications

ELEMENTS OF PERFORMANCE

- Understand what GIS is and what it does
- Demonstrate how GIS works
- Demonstrate how to make information presentable
- Understand the different types of data
- Demonstrate how to use DESKTOP GIS
- Understand BASIC ARCVIEW GIS BASICS

MICRO COMPUTER APPLICATIONS 4
COURSE NAME

CSA202
COURSE CODE

5. Demonstrate and use a new technology product relating to WEB page development and graphical presentations

ELEMENTS OF PERFORMANCE

- Develop a structural pattern for researching new products
- Research, evaluate and demonstrate a new technology product relating to graphical design and WEB page creation
- Develop documentation and group presentations to support research and development

IV . EVALUATION METHODS :

The items below represent a tentative marking scheme subject to change by the instructor.

TESTS

ACCOUNTING	10%
GIS	15%
EFFECTIVE TROUBLE SHOOTING & CUSTOMER RELATIONS	10%
TOTAL	35%

ASSIGNMENTS

ACCOUNTING 2 (10 + 15)	25%
GIS 1	15%
EFFECTIVE TROUBLE SHOOTING & CUSTOMER RELATIONS 2 (10+10)	20%
NEW TECHNOLOGIES 1	5%

TOTAL 100 %

MICRO COMPUTER APPLICATION 4
COURSE NAME

CSA202
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The grading scheme used will be as follows :

A+	90 - 100%	Outstanding achievement
A	80 - 89%	Excellent achievement
B	70 - 79%	Average achievement
C	55 - 69%	Satisfactory achievement
R	Repeat	
X	Incomplete	

V . SPECIAL NOTES :

1. Assignments must be submitted by the due date according to the specifications of the instructor. Late assignments will normally be given a mark of zero. Late assignments will only be marked at the discretion of the instructor, in cases where there were extenuating circumstances.
2. The instructor reserves the right to modify the assessment process to meet any changing needs of the class. Consultation with the class will be done prior to any changes.
3. The method of upgrading an incomplete grade is at the discretion of the instructor, and may consist of such things as make-up work, rewriting tests, and comprehensive examinations.
4. Students with special needs (e.g. Physical limitations, visual impairments, hearing impairments, learning disabilities are encouraged to discuss required accommodations confidentially with the instructor.
5. Your instructor reserves the right to modify the course as he/she deems necessary to meet the needs of the students.

VI . REQUIRED STUDENT RESOURCES :

TEXT

- ARCVIEW GIS - Instructor notes supplied
- LEARNING SIMPLY ACCOUNTING FOR WINDOWS - vs 5.0
Norbry Publishing Limited
ISBN : 1-5523-2018-9
- MICROSOFT FRONT PAGE - Software supplied

VII . PRIOR LEARNING ASSESSMENT :

Students who wish to apply for advanced credit in the course should consult the instructor.

