



COURSE OUTLINE: COM102 - COMPUTERS-HUMAN SERV

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Approved: Rebecca Keown - Dean

Course Code: Title	COM102: COMPUTERS IN HUMAN SERVICES	
Program Number: Name	3065: PRE-HEALTH DIP DGR	
Department:	OFFICE ADMINISTRATION	
Academic Year:	2025-2026	
Course Description:	This course is designed to provide students with the level of computer literacy needed to function in today's workplace. Utilizing a hands-on approach concepts of computer operating systems, spreadsheet, and word processing applications will be introduced. A personal e-mail account will be used throughout the course to facilitate good communications between students and faculty and simulate the work environment.	
Total Credits:	3	
Hours/Week:	2	
Total Hours:	30	
Prerequisites:	There are no pre-requisites for this course.	
Corequisites:	There are no co-requisites for this course.	
Substitutes:	BUS140, COM101, COM125, EDP122, EDP126, OEL136	
Vocational Learning Outcomes (VLO's) addressed in this course:	3065 - PRE-HEALTH DIP DGR	
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 4	Use health sciences and other science-related language and terminology appropriately to communicate clearly, concisely, and correctly in written, spoken, and visual forms.
Essential Employability Skills (EES) addressed in this course:	EES 6	Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7	Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 10	Manage the use of time and other resources to complete projects.
	EES 11	Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.	
Course Outcomes and Learning Objectives:	Course Outcome 1	Learning Objectives for Course Outcome 1
	Demonstrate proficiency in using an up-to-date computer operating	1.1 Identify objects on the Windows desktop. 1.2 Practice mouse functions such as pointing, clicking, selecting, and right-clicking.



	systems.	<p>1.3 Use Start button to run software programs.</p> <p>1.4 Access the Windows Help system.</p> <p>1.5 Identify and use the controls in a window, resize windows, and change views.</p> <p>1.6 Switch between programs using the taskbar.</p> <p>1.7 Use Windows controls such as menus, toolbars, list boxes, scroll bars, radio buttons, tabs, and check boxes.</p> <p>1.8 Navigate, create, and organize folders.</p> <p>1.9 Move, copy, rename, and delete files.</p> <p>1.10 Find files and folders.</p> <p>1.11 Make appropriate copies on desktop and the cloud.</p> <p>1.12 Explore Control Panel.</p> <p>1.13 Customize the desktop.</p> <p>1.14 Use Search tools to find programs, folders, and/or files.</p> <p>1.15 Use Snipping tool.</p>
	Course Outcome 2	Learning Objectives for Course Outcome 2
	Access and navigate the software required to communicate electronically.	<p>2.1 Open Microsoft Outlook.</p> <p>2.2 Compose and send e-mail messages to others.</p> <p>2.3 View, store, sort, delete, and print messages.</p> <p>2.4 Reply to and forward messages.</p> <p>2.5 Create and use distribution lists.</p> <p>2.6 Create a signature file.</p> <p>2.7 Attach files to e-mail messages.</p> <p>2.8 Send links and web pages via e-mail.</p> <p>2.9 Create and utilize e-mail folders.</p> <p>2.10 Create and manage contacts.</p> <p>2.11 Schedule tasks and appointments with the Calendar feature.</p> <p>2.12 Use the Notes feature including creating, categorizing, viewing, and deleting notes.</p>
	Course Outcome 3	Learning Objectives for Course Outcome 3
	Access and navigate the internet efficiently as an effective research tool.	<p>3.1 Open and exit an internet browser.</p> <p>3.2 Set the Homepage location.</p> <p>3.3 Recognize and use hyperlinks.</p> <p>3.4 Key URLs to reach specific web pages.</p> <p>3.5 Create and organize Favorites.</p> <p>3.6 Use the Help feature.</p> <p>3.7 Print and save online information.</p> <p>3.8 Plan and refine searches using different search engines and a variety of search tools and strategies.</p> <p>3.9 Evaluate internet resources for accuracy, reliability, and overall content.</p> <p>3.10 Use the Help feature.</p> <p>3.11 Cite internet sources of information using APA documentation format.</p>
	Course Outcome 4	Learning Objectives for Course Outcome 4
	Demonstrate proficiency in operating word processing software to prepare	<p>4.1 Creating and Editing a Document:</p> <p>4.1.1 Open and exit Microsoft Word.</p> <p>4.1.2 Open an existing document in Word.</p>

documents.

- 4.1.3 Move the insertion point.
- 4.1.4 Insert, replace, and delete text.
- 4.1.5 Scroll and navigate in a document.
- 4.1.6 Select and delete text.
- 4.1.7 Use Undo and Redo.
- 4.1.8 Check the spelling and grammar in a document.
- 4.1.9 Use AutoCorrect.
- 4.1.10 Use Thesaurus.
- 4.1.11 Change document views.
- 4.1.12 Find specific text.
- 4.1.13 Use the Help feature.
- 4.1.14 Print a document.
- 4.1.15 Create a document using a template.
- 4.1.16 Create and rename a folder.
- 4.1.17 Save a document in a different format.

4.2 Formatting Characters and Paragraphs:

- 4.2.1 Apply fonts and font effects.
- 4.2.2 Use Format Painter.
- 4.2.3 Repeat a command.
- 4.2.4 Align text in paragraphs.
- 4.2.5 Indent text.
- 4.2.6 Change line and paragraph spacing.
- 4.2.7 Reveal formatting.
- 4.2.8 Find and replace formatting.
- 4.2.9 Insert bullets and numbering.
- 4.2.10 Insert symbols and special characters.
- 4.2.11 Set tabs and tabs with leaders.
- 4.2.12 Add borders and shading to text.
- 4.2.13 Insert a page border.
- 4.2.14 Apply styles.
- 4.2.15 Change the document default formatting.

4.3 Formatting and Enhancing a Document:

- 4.3.1 Cut, copy, and paste text.
- 4.3.2 Use the Clipboard task pane to copy and paste items.
- 4.3.3 Change page margins, orientation, and size.
- 4.3.4 Apply a theme.
- 4.3.5 Insert a watermark, page colour, and page border.
- 4.3.6 Insert page numbering.
- 4.3.7 Insert a header and footer.
- 4.3.8 Format a document in APA/MLA style.
- 4.3.9 Insert citations.
- 4.3.10 Create a works cited page.
- 4.3.11 Edit a source.
- 4.3.12 Use the Click and Type feature.
- 4.3.13 Vertically align text.
- 4.3.14 Insert, size, and move images.
- 4.3.15 Prepare an envelope and mailing labels.

4.4 Formatting with Special Features:

- 4.4.1 Create and modify WordArt text.
- 4.4.2 Create a drop cap.



		<p>4.4.3 Insert a text box and draw a text box. 4.4.4 Insert and modify shapes. 4.4.5 Use SmartArt to create organizational charts and graphics. 4.4.6 Create, format, and modify tables. 4.4.7 Insert one file into another. 4.4.8 Insert a continuous section break. 4.4.9 Create and modify columns. 4.4.10 Save a document as a single file web page. 4.4.11 Insert a hyperlink. 4.4.12 Merge letters and envelopes.</p>
	Course Outcome 5	Learning Objectives for Course Outcome 5
	<p>Demonstrate proficiency in operating spreadsheet software to prepare basic spreadsheets.</p>	<p>6.1 Start and exit Excel. 6.2 Enter and edit labels and values. 6.3 Change the active cell. 6.4 Navigate between and within worksheet(s). 6.5 Open, name, save, print, and close workbooks. 6.6 Select cells, ranges, columns, and rows. 6.7 Clear cell contents. 6.8 Use Undo/Redo. 6.9 Use keyboard shortcuts. 6.10 Use AutoFill to enter a series. 6.11 Enter data in a range. 6.12 Change the Zoom size. 6.13 Use AutoCorrect, AutoComplete, and Pick from Drop-Down List. 6.14 Use Go To. 6.15 Use spell check. 6.16 Use Online Help. 6.17 Change the appearance of a worksheet. 6.17.1 Format data, cells, and worksheets 6.17.2 Work with fonts, apply text attributes - change font colour. 6.17.3 Align cell contents: - Change vertical and horizontal alignment. - Use merge and centre. - Wrap text. 6.17.4 Insert columns and rows. 6.17.5 Change column width and row height. 6.17.6 Apply borders and add fill. 6.17.7 Remove cell formatting. 6.17.8 Sort data. 6.18 Create formulas and work with basic functions such as: 6.18.1 Construct basic formulas using addition, subtraction, multiplication, and division using order of preference. 6.18.2 Use SUM, AutoSum, AVERAGE, MIN, and MAX. 6.18.3 Display formulas. 6.18.4 Copy formulas. 6.18.5 Use relative cell references. 6.19 Use printing and page layout features such as: 6.19.1 Use Backstage view for printing.</p>



6.19.2 Preview and print worksheets.
 6.19.3 Print gridlines and headings.
 6.19.4 Change page orientation and margins.
 6.19.5 Format page placement including centering on a page.
 6.19.6 Insert and modify headers and footers including inserting page numbers.
 6.20 Work with charts including:
 6.20.1 Identify common types of charts (column and pie) and chart objects.
 6.20.2 Create a chart sheet and embedded chart/chart object and edit the chart (size, move, save, and print).
 6.20.3 Move a chart object to its own sheet.
 6.20.4 Distinguish chart elements.
 6.20.5 Edit and format chart titles, legends, axis titles, data labels, plot and chart areas.
 6.20.6 Change chart type and layout.
 6.20.7 Insert a header and footer into a chart sheet.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Excel Assignments	20%
Internet Assignments	20%
Outlook Assignments	20%
Windows Assignments	20%
Word Assignments	20%

Date:

August 13, 2025

Addendum:

Please refer to the course outline addendum on the Learning Management System for further information.

