



# COURSE OUTLINE

## OAD0116

Prepared: Sheree Wright and Amy Peltonen Approved: Sherri Smith

<b>Course Code: Title</b>	OAD0116: COMPUTER ESSENTIALS											
<b>Program Number: Name</b>	1120: COMMUNITY INTEGRATN											
<b>Department:</b>	C.I.C.E.											
<b>Semester/Term:</b>	17F											
<b>Course Description:</b>	Office Administration professionals are required to be proficient and ethical in the use and operation of the personal computer to manage information and internal external communications at an advanced level. Students will work with the Windows operating system to perform computer-related office tasks and manage their computer, peripherals, networks, off-site access, and files effectively and efficiently. Outlook will also be studied to an advanced level as a complete time and information manager. In addition, students will use the Internet at an advanced level to research effectively. Appropriate use of information will be addressed to ensure an understanding of legislative requirements (Anti-Spam Legislation), as well as the etiquette and formatting of online communications.											
<b>Total Credits:</b>	4											
<b>Hours/Week:</b>	8											
<b>Total Hours:</b>	56											
<b>Essential Employability Skills (EES):</b>	#4. Apply a systematic approach to solve problems. #5. Use a variety of thinking skills to anticipate and solve problems. #10. Manage the use of time and other resources to complete projects. #11. Take responsibility for ones own actions, decisions, and consequences.											
<b>Course Evaluation:</b>	Passing Grade: 50%, D											
<b>Evaluation Process and Grading System:</b>	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td>Assignments</td> <td>10%</td> </tr> <tr> <td>Test 1 (Windows)</td> <td>25%</td> </tr> <tr> <td>Test 2 (Outlook)</td> <td>50%</td> </tr> <tr> <td>Test 3 (Internet Broswer/Research)</td> <td>15%</td> </tr> </tbody> </table>		Evaluation Type	Evaluation Weight	Assignments	10%	Test 1 (Windows)	25%	Test 2 (Outlook)	50%	Test 3 (Internet Broswer/Research)	15%
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<b>Books and Required Resources:</b>	Microsoft Windows 7 by Wempen and Bucki Publisher: EMC Paradigm											



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ISBN: 9780763837327

Microsoft Outlook 2010 by Nordell  
Publisher: McGraw-Hill  
ISBN: 9780073519289

### Course Outcomes and Learning Objectives:

Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:

#### Course Outcome 1.

Use the Windows operating system to operate a computer and manage electronic files and storage.

#### Learning Objectives 1.

Computer

- Start the Windows program, log in to a user account, and log out of a network
- Identify the parts of the Windows Desktop and individual windows
- Capture a screen shot
- Use the taskbar
- Select icons, buttons, and other items
- Work with the ribbon, menus, and dialog boxes
- Work with individual windows to open/close, maximize/minimize, move/resize and move between/among open windows
- Use a user account to access private network space
- Pause or finish a work session using sleep/hibernate, system lock, user switching/logging off, restarting, and shutting down
- Understand the concept of pinning shortcuts to the Start Menu or adding to the Favourites List
- Work with and customize the Explorer window layout
- Use the programs provided with operating system applications including the Calculator, Notepad, WordPad, Math Input Panel, Paint, Snipping Tool, Command Prompt, and Clipboard to create, open, print, search for, and close files
- Use the Control Panel to change keyboard and mouse, display, and sound settings
- Customize the Desktop icon display and arrangement
- Customize the Start Menu, Task Bar, and Notifications Area
- Use the Ease of Access Center



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- Use Windows Update software to maintain the operating system
- Configure Power Settings for different requirements
- Set up an online web mail account

### Electronic Files

- Use the Windows Explorer to browse files, folders, disks, and libraries
- Select files and folders
- Create, rename, copy/move, sort, group, filter, and arrange files and folders
- Change the appearance of files and folders
- Create shortcuts for files, folders or libraries
- Work with file properties and set permissions for files and folders
- Delete/restore or permanently delete files and folders
- Perform searches using quick search, search filters, indexing, or saved searches

### Network

- Work with wired and wireless networks
- Understand the use of a VPN Connection
- Browse a network and map a network drive
- Share files and folders on a network

### Storage Media

- Work with internal, external, and cloud-based media
- Use available tools to maintain storage media
- Seek out a suitable means of backing up/restoring files and folders
- Remove unneeded files using Disk Cleanup
- Understand the importance and use of the Recycle Bin

## Course Outcome 2.

Use an electronic mail program to coordinate the collection, analysis, distribution, and response to communications in the workplace to facilitate the flow of information.

## Learning Objectives 2.

- Apply advanced knowledge of email communication theories and systems to communicate with internal and external stakeholders in a variety of communications situations using a business style of writing, appropriate formatting, and proofreading techniques to meet quality standards
- Prepare internal and external electronic communications for distribution in accordance with



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legislative requirements including relevant privacy legislation and Canada's Anti-Spam Legislation (CASL), 2014

- Apply business ethics and online etiquette to online communications
- Work with and navigate the Outlook email program
- Create, send, receive, print, recall, and resend email
- View, sort, arrange, flag, categorize, and print email messages
- Create, apply, modify, and remove rules to manage email messages
- Set message options such as importance, sensitivity, security, receipts, delivery options, and permissions
- Share documents by safely attaching, previewing, opening, forwarding, and saving attachments
- Customize, assign, and view categories
- Set a Quick Click category
- Create folders to organize email messages
- Use, create, customize, and delete search folders
- Use follow-up flags effectively
- Create and modify groups
- Archive Outlook folders using customized settings
- Customize signatures, themes, default fonts, and desktop alerts
- Customize general email options
- Set security features
- Clean up and delete the Inbox
- Utilize different email formats (plain text, RTF, HTML)
  - Work with tabs, ribbons, dialog boxes, views, folder lists, and Outlook Help
  - Operate Outlook as a stand-alone program or with an Exchange server
  - Recognize the different types of email accounts/protocols (Exchange, POP3, IMAP, HTTP)

### Course Outcome 3.

Utilize an electronic mail program to manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities and procedures.

### Learning Objectives 3.

- Work with and navigate the Outlook program including calendar, contacts, tasks, notes, and Outlook Panes
- Create, use, and update calendars
- Work with multiple calendars



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- Navigate the calendar views
- Create, edit/update, and cancel new and recurring appointments, events, and meeting requests with mandatory and optional attendees
  - Delete, move/copy, track, and categorize calendar items
  - Attach items to a calendar event
  - Mark calendar events as private
  - Create a calendar item from an email
  - Set calendar options for time and display
  - Print, share, publish, and email an Outlook calendar
  - Create, customize, and use voting buttons and track responses
  - Create, track, modify, update, and import/export contacts
  - Use contacts to create mail labels in Word
  - Work with personal and global address lists
  - Create folders and categories for contacts
  - Export/import an Outlook Data file
  - Create, edit, send, and add electronic business cards
  - Use and update reminder systems including Tasks
  - Work with different task views
  - Customize the To-Do Bar
  - Create and modify new and recurring tasks from scratch or from an email or calendar item
  - Mark tasks as private or complete
  - Create, edit, categorize, forward and change settings for Notes
  - Assign and remove a delegate and permissions to Outlook
  - Assign tasks to others, accept and decline tasks, and send status reports of assigned tasks

### Course Outcome 4.

Research, analyze and summarize information on resources and services.

### Learning Objectives 4.

- Select and use Internet search engines and online databases for the identification of relevant, current and authoritative information and carry out research effectively and efficiently
  - Retrieve specific information from the global community using a variety of Internet search tools
  - Start and exit a browser program
  - Navigate to URLs and understand their format
  - Follow hyperlinks, got to home pages, refresh or stop a page
  - Work with tabs



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- Work with Favourites
- View web content offline
- Examine system security and privacy settings and adjust appropriately
- Clear browsing history and personal information
- Recognize the importance of appropriate virus protection
- Prepare a research plan and utilize appropriate search procedures/techniques and resources for both electronic and paper research tasks
- Evaluate resources found on the Internet appropriately
- Maintain an accurate research log to properly source and track resources
- Adhere to Canadian Copyright legislation when conducting and applying research

### 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.** Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor.

#### **B. 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.

**C. Tests will be written in CICE office with assistance from a Learning Specialist.**



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***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.

**D. 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

**E. Evaluation:**

Is reflective of modified learning outcomes.

**NOTE:** Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

**Date:**

Wednesday, September 6, 2017

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