

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: INTEGRATED OFFICE MANAGEMENT

CODE NO.: COM125 SEMESTER: TWO/FOUR

PROGRAM: NATIVE COMMUNITY WORKER

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DATE: JANUARY, 1996

PREVIOUS OUTLINE  
DATED: JANUARY, 1995

New: \_\_\_\_\_ Revision: \_\_\_\_\_

APPROVED:   
DEAN, SCHOOL OF BUSINESS  
& HOSPITALITY

96-01-03  
DATE

**TOTAL CREDIT HOURS:** 48

**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 word processing software applications and DOS commands. This software knowledge will assist with 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, and the importance of good time management and teamwork skills is stressed.

**II. LEARNING OUTCOMES:**

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

1. Apply time management skills to facilitate the completion of tasks and meet deadlines in the workplace.
2. Organize and chair meetings, and prepare related meeting documentation using WordPerfect word processing software.
3. Describe the components of a computer and outline the functions of each.
4. Discuss computer software and explain the difference between system software and application software.
5. Describe several types of personal computer applications software.
6. Use basic WordPerfect 5.1 word processing functions to generate business correspondence.
7. Use basic DOS commands to maintain files.

III. TOPICS TO BE COVERED:

1. Overview of computers: identifying the components of a computer and describing their functions; distinguishing between data and information; distinguishing between system software and application software; understanding the steps involved in purchasing, setting up, and maintaining a PC; and formatting a disk to make it useable.
2. WordPerfect 5.1 basic functions: creating; saving; retrieving; editing; formatting; printing; moving, copying; spell checking; searching and replacing; changing margins and line spacing; indenting text; adding page numbers; setting tabs; using headers and footers; and viewing a document prior to printing.
3. DOS 5.0 basic functions: checking date, time and default drive; using file specifications for files stored on disk; distinguishing between internal vs. external DOS commands; clearing the screen; copying files; listing a directory; renaming files; displaying the contents of a file to the screen; deleting files from the disk; creating and deleting subdirectories; changing the current directory; changing the DOS prompt; specifying a path; using wildcard characters; using /P and /W options of the DIR command; and checking the status of a disk.
4. Time management techniques: applying time management concepts and techniques, analyzing and prioritizing tasks; using a calendar and reminder systems.
5. Meeting planning and chairing a meeting: making preliminary meeting arrangements; preparing a notice of meeting, agenda, motion, resolution, and set of minutes; identifying the role of the chairman, recording secretary, and participants; applying Robert's Rules of Order; making a motion; amending a motion; identifying types of motions; working with various types of committees

IV. LEARNING ACTIVITIES AND REQUIRED RESOURCES:

(1) **INTRODUCTION TO COMPUTERS** (2 hours)

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 data and information.
3. Distinguish between system software and application software.
4. Function in the microcomputer environment at Sault College.
5. Understand the steps involved in purchasing, setting up, and maintaining a PC.
6. Format a disk to make it useable.

Learning Activities and Applications:

Read: Pages COM1-COM30, Introduction to Computers - Shelley, Cashman, Quasney

Complete: Student Assignment 1, Student Assignment 2, Pages COM14-COM16

(2) **WORD PROCESSING USING WORDPERFECT 5.1** (22 hours)

Learning Activities:

Following completion of **Module 2 - WORD PROCESSING USING WORDPERFECT 5.1**, the student should be able to:

Project 1 - Creating and Editing a Document

1. Both gain access to and exit from WordPerfect.
2. Create, name, save, retrieve, edit, and print a document.
3. Use the reveal codes feature to locate text and codes.

Learning Activities and Applications:

Read: Pages WP1-WP26, Introduction to WordPerfect, Shelley, Cashman and Quasney

Complete: Student Assignments 1 to 10, Pages WP27-WP31

### Project 2 - Formatting Text

4. List the files on disk.
5. Delete and restore text.
6. Switch between "insert" and "typeover" mode.
7. Underline, centre, bold, and double space text.
8. Use reveal codes to locate and delete unwanted text and/or codes.
9. Save a document under a new name.
10. Use the spell check to locate and correct spelling mistakes.

### Learning Activities and Applications:

Read: Pages WP32-WP64, Introduction to WordPerfect, Shelley, Cashman and Quasney

Complete: Student Assignments 1 to 10, Pages WP64-WP69

### Project 3 - Moving, Searching, and Replacing Text

11. Move text to new locations within a document.
12. Apply the concept of "indentation" in a document.
13. Use the "search" and "replace" functions to effect global changes in a document.
14. Quit WordPerfect and save a document while doing so.

### Learning Activities and Applications:

Read: Pages WP70-WP92, Introduction to WordPerfect, Shelley, Cashman and Quasney

Complete: Student Assignments 1 to 10, Pages WP93-WP97

### Project 4 - Formatting a Document

15. Add page numbers to a document.
16. Change margins.
17. Use both the default and custom tabs.
18. Create and edit headers and footers.
19. Incorporate footnotes.
20. Use the View Document feature to visualize a document before printing.

### Learning Activities and Applications:

Read: Pages WP98-WP128, Introduction to WordPerfect, Shelley, Cashman and Quasney

Complete: Student Assignments 1 to 10, Pages WP129-135

(3) INTRODUCTION TO DOS (10 hours)

Following completion of **Module 4 - INTRODUCTION TO DOS**, the student should be able to:

Project 1 - Working with Files on Disk

1. Check and/or modify the following on a microcomputer system - time, date, default drive.
2. Use file specifications for file stored on disk.
3. Distinguish between internal and external DOS commands.
4. Clear the screen.
5. Copy files from one disk to another.
6. List a disk directory and understand what is displayed.
7. Rename files.
8. Display the contents of a file to the screen and print what is currently displayed.
9. Delete files from disk.

Learning Activities and Applications:

Read: Pages DOS2-DOS19

Complete: Student Assignments 1 to 6

Project 2 - Managing and Organizing Files on Disk

10. Create and delete subdirectories.
11. Change the current directory.
12. Change the DOS prompt.
13. Specify a path.
14. Understand and use the wild card characters with DOS commands.
15. Copy all files from one disk to another.
16. Use the /P and /W options of the DIR command.
17. Check the status of a disk.
18. Recognize and understand common DOS error messages.

Learning Activities and Applications:

Read: Pages DOS25-DOS41

Complete: Student Assignments 1 to 6

(4) **TIME MANAGEMENT** (4 hours)

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

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

Learning Activities and Applications:

Professor Lectures

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.)

Professor Demonstrations - Use of Tickler Files, Perpetual Diary, To Do Lists

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

(6) **PLANNING AND CHAIRING A MEETING** (10 hours)

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

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

Learning Activities and Applications:

Professor Lecture

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.

V. 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. This grade is issued to facilitate the production of a student transcript when faculty, because of extenuating circumstances, find it impossible to report grades by due dates.

**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**

|  |   |     |
|--|---|-----|
| Participation Activities & Assignments | - | 50% |
| Test #1 - WordPerfect                  | - | 20% |
| Test #2 - WordPerfect                  | - | 20% |
| Test #1 - DOS                          | - | 10% |

**Note:** Seventy-five (75) percent attendance is required to receive grade credit regardless of standing as much of participation/assignments are integrated with lectures. This condition has been requested by the coordinator of this program.

**Guidelines Re Grading:**

1. **TESTS:**

If a student is not able to write a test because of illness or a legitimate emergency, that student should contact the professor prior to the test and provide an explanation which is acceptable to the professor (medical certificates or other appropriate proof may be required). If this is not possible, student should contact the professor before next class. In cases where the student has contacted the professor 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 professor, the student will receive a mark of "0" on that test. **There will be no rewrites on tests/quizzes.**

2. **ASSIGNMENTS:**

One hundred (100) percent completion of all assignments is expected. Any class assignment submitted UP TO THREE DAYS after the due date (holidays and weekends included) will be subject to a loss of 10 percent of the assignment value. Assignments will not be accepted after that time unless arranged with the professor in advance.

3. Class time will be allowed for students to work on assignments, however, some students may need to work outside the regularly scheduled time in order to meet the due dates for projects. Computers are available in the student workroom or in the Learning Assistance Centre. Please be sure to use DOS applications.

4. Field trips, guest speakers, and specified visuals or the like are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, the student will have a choice of either (a) a loss of 10 percent of the accumulative semester mark (all items except tests) or (b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by professor.

VI. REQUIRED STUDENT RESOURCES:

Textbooks/Materials (available at Campus Book Store)

1. Microcomputer Applications Kit, by Shelley, Cashman, Quasney - Includes the following modules:

Introduction to Computers

Introduction to DOS

Word Processing Using WordPerfect 5.1 - Function Key Edition

2. How to Chair a Meeting, Kevin Paul
3. Diskettes - 3 - 3 1/2" high density, 1.44 mb diskettes
4. One plastic disk container
5. Three 8 1/2" x 11" manilla file folders

VII. 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 teacher.

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