

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



**COURSE OUTLINE**

**Course Title: MICROCOMPUTER APPLICATIONS 4**

**Code No.: CSA202 Semester: Fourth (4)**

**Program: Computer Systems Support**

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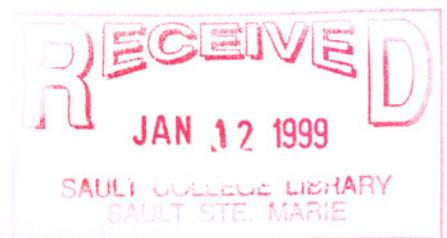
**Date: Dec 1998 Previous Outline Date: Jan 1999**

**Approved:** K. DeRosario Jan 4/99  
**Dean Date**

**Total Credits: 4 Prerequisite: CSA201**

**Length of Course: 15 Weeks Total Credit Hours: 60**

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**MICRO COMPUTER APPLICATIONS 4**  
**COURSE NAME**

**CSA202**  
**COURSE CODE**

**I. COURSE DESCRIPTION :**

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

Students will continue the process of learning various trouble shooting and problem solving techniques, as well as learn to develop tracking systems relating to computer support 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 customers at various levels in the organizational structure.

This course will also introduce the student to the world of desktop mapping and GIS. Students will understand the basic fundamentals and concepts 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. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE :**

(Generic Skills Learning Outcomes placement on the course outline will be determined and communicated at a later date)

**A. LEARNING OUTCOMES :**

1. Demonstrate the use of a basic computerized accounting system and use many of the integrated modules.
2. Troubleshoot, track and document support problems and provide good customer relations.
3. Demonstrate the use of GIS and research applied applications.
4. Introduction to new products for WEB page authoring.

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

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.

***Potential elements of performance:***

- Learn the basic accounting principles
- Learn what integration means and how to set up 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

***This learning outcome will constitute 40% of the course's grade. (Possible weighting strategy).***

- 2 . Demonstrate effective procedure to trouble shoot, track and document support problems and provide good customer relations.

***Potential elements of performance:***

- Developing listening and information gathering skills
- Proper questioning and paraphrasing
- Using and developing trouble shooting templates
- Differentiate the characteristics of problems
- Develop a structured process
- Demonstrate and understand effective communication
- Understand barriers (artificial and real) in support
- Use effective telephone communication
- Deal with different personalities and different customer levels
- Learn how to handle conflict situations
- Learn when it's time to involve higher management
- Manage and work with customer perception
- Demonstrate the ability to tutor clients on various software applications

***This learning outcome will constitute 20% of the course's grade. (Possible weighting strategy).***

3. Demonstrate the use of GIS and researched applications

***Potential elements of performance:***

- Learn what GIS is and what it does
- Define the historical evolution of Database technology and its evolution to GIS
- Describe the various layers in a GIS application and how they interact with database rules and SQL queries
- Learn the various relational operators necessary in developing a GIS query
- Demonstrate how GIS works
- Demonstrate how to make information presentable
- Work with the different types of data
- Demonstrate how to use DESKTOP GIS
- Work with BASIC ARCVIEW

***This learning outcome will constitute 30% of the course's grade. (Possible weighting strategy).***

4. Introduction to new products for WEB Page Authoring.

***Potential elements of performance:***

- Develop a structural pattern for researching new products
- Evaluate and demonstrate a new technology relating to WEB page authoring

***This learning outcome will constitute 10% of the course's grade. (Possible weighting strategy).***

**III . TOPICS TO BE COVERED**

- **Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.**

	<b>SPECIFIC TOPICS</b>	<b>APPROXIMATE TIME</b>
1.	<b>ACCOUNTING</b>	<b>6 WEEKS</b>
2.	<b>TROUBLESHOOTING &amp; CUSTOMER RELATIONS</b>	<b>3 WEEKS</b>
3.	<b>GIS FUNDAMENTALS</b>	<b>4 WEEKS</b>
5.	<b>NEW WEB AUTHORIZING TECHNOLOGY</b>	<b>2 WEEKS</b>

**IV . REQUIRED STUDENT RESOURCES :**

**TEXTBOOKS TO BE USED:**

- ARCVIEW GIS - by ESRI Canada
- LEARNING SIMPLY ACCOUNTING FOR WINDOWS - vs 5.0  
Prentice Hall

**ADDITIONAL RESOURCE MATERIALS**

Additional reference material will either be given to the students or placed in the library for the student's use.

Handouts, guidance, and material as it relates to the individual topics.

**V . EVALUATION METHODS :**

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

**TESTS**

ACCOUNTING	15%	
EFFECTIVE TROUBLE SHOOTING & CUSTOMER RELATIONS	10%	
GIS	15%	
TEST	TOTAL	40%

**ASSIGNMENTS**

ACCOUNTING 2 ( 10 + 15)	25%	
GIS 2 ( 5 + 10)	15%	
EFFECTIVE TROUBLE SHOOTING & CUSTOMER RELATIONS 2 ( 5 + 5)	10%	
NEW TECHNOLOGIES 1	10%	
ASSIGNMENT	TOTAL	60%

**TOTAL 100 %**

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

**V. EVALUATION METHODS (Continued):**

- 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 circumstances.
- The professor reserves the right to adjust the number of tests, practical tests and quizzes based on unforeseen circumstances. The students will be given sufficient notice to any changes and the reasons thereof.
- 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 one week in advance. Quizzes may be conducted without advance warning.

2. **ASSIGNMENTS**

Assignments not completed by the assigned due-date will be penalised 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 completing objectives by the end of the semester. An X grade must be authorized by the Dean. It reverts to an R if not upgraded in an agreed-upon time, less than 120 days.	

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. The highest grade on re-written tests or assignments will be 60%.

Where a student's 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 disabled, physically disabled, learning disabilities you are encouraged to discuss required accommodations confidentially with the Professor and/or contact the Special Needs Office, Room E1204, Ext. 493, or 717, or 491 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 the 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  
  
Student 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. Substitute 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.

**VII. PRIOR LEARNING ASSESSMENT**

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