Course Outline for CIS 75

OFFICE TECHNOLOGY/COMMUNICATIONS

Effective: Fall

I. CATALOG DESCRIPTION:
CIS 75 — OFFICE TECHNOLOGY/COMMUNICATIONS — 1.00 units

Overview of various technologies (such as bulletin boards, teleconferencing, shared resources, voice-messaging systems, and Online Services) used for communicating internally and externally with microcomputers. Hands-on practice with electronic mail, the Internet, MS Outlook, and integrating the MS Office Suite to perform administrative tasks and functions for managing the office.

 0.50 Units Lecture 0.50 Units Lab

Strongly Recommended
ENG 1A - Critical Reading and Composition
and

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Grading Methods:
Letter or P/NP

Discipline:

	MIN
Lecture Hours:	9.00
Lab Hours:	27.00
Total Hours:	36.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering this course, it is strongly recommended that the student should be able to:

A. ENG1A

IV. MEASURABLE OBJECTIVES:
Upon completion of this course, the student should be able to:
A. Demonstrate an understanding of business use for communications via telephone lines and local area networks;
B. Demonstrate an understanding of terminology and operational concepts of microcomputer telecommunications;
C. Demonstrate an understanding of the purpose of modems and the use of a modem for different modes of transmission;
D. Demonstrate an understanding of the purpose and use of facsimile equipment, teleconferencing, point-to-point communications, Local Area Networks, telnet, file transfer protocol, and utilities;
E. Identify commercial software packages available for communications between microcomputers and other digital devices;
F. Transfer messages between computers and see how transfer is done between other digital devices;
G. Use electronic mail, bulletin boards, the Internet, informational databases, voice-messaging, and Online Services;
H. Integrate MS Outlook with MS Office for task completions.

V. CONTENT:
A. Terminology and operational concepts of microcomputer communications as used in the office.
B. Purpose and use of modems, Local Area Networks, facsimile equipment, and point-to-point communication.
C. Software available for communication between microcomputer, LAN (Local Area Networks), connection to mainframe, and share resources..
D. Organizing an efficient work area.
E. Electronic mail, electronic conferencing, bulletin boards, informational databases and file transfer protocol.
F. Communication between local and remote microcomputers.
G. MS Outlook features and use for document processing.
H. Formatting simple to complex documents using MS Office and Outlook.
I. Integrating office tasks such as scheduling appointments, printing calendars, creating/editing documents and slide presentations, creating/editing spreadsheets, database creation/retrieval, and using web page features of Office.
J. The Internet and research techniques

VI. METHODS OF INSTRUCTION:
   A. Individual and small group discussion
   B. Hands-on computer exercises
   C. Textbook readings and supplemental materials
   D. Instructor lead computer demonstrations

VII. TYPICAL ASSIGNMENTS:
   A. Textbook Reading Assignment 1. "Information Superhighway and Internet," pp. 164-66. List and describe the four most common application uses for the Internet. List the two most widely used Internet utility programs. Explain the similarities and differences between them. 2. "User Connection," pp. 166-68. Write a short definition for the term "modem." List and describe the four types of modems. List similarities and differences. B. Research Project 1. Make a list of titles of articles and advertisements about telecommunications that appear in the newspaper over a two-week period. 2. Five page report. Prepare a short report containing information about one or more nationally known companies, which have recently merged with another firm. Newspapers, magazines, and company annual reports are good sources for this type of information. Give proper bibliographic notations or sources cited. Refer to the Reference guide in textbook for report formatting guidelines.

VIII. EVALUATION:
   A. **Methods**

      1. Exams/Tests
      2. Quizzes
      3. Research Projects
      4. Home Work
      5. Other:
         a. Methods of Evaluation
            1. Objective quizzes and final exam
               a. Typical quiz question:
                  1. Transferring data from a larger computer to your microcomputer is called:
                     1. LAN
                     2. downloading
                     3. uploading
               b. Typical final exam question:
                  1. Rules for exchanging data on a network.
                     1. protocol
                     2. configuration
                     3. channel
            2. Computer Exercise
               a. Typical assignment
                  1. Creating Contacts in Outlook
                     1. Switch to Contacts Folder
                     2. Click the New Contact button on Standard toolbar.
                     3. Type name, Job Title, Company in appropriate boxes.
                     4. Click Close when done

   B. **Frequency**

      1. Frequency:
         a. Daily readings, computer exercises, and homework
         b. Two quizzes and Final exam
         c. One research report

IX. TYPICAL TEXTS:
   1. O'Leary, Timothy *Computing Essentials.* Annual ed., Irwin/McGraw-Hill, 1999.
   2. Blyth, W. John *Telecommunications: Concepts, Development, and Management.* 2nd ed., Glencoe/McGraw-Hill, 1990.
   3. Jennings, Susan *Internet Office Projects.*, South-Western Educational Publishing, 1998.
   4. VanHuss, Susie *The Sports Connection, Integrated Simulation.*, South-Western, 2001.

X. OTHER MATERIALS REQUIRED OF STUDENTS:
   A. Diskettes