Course Outline for CIS 75

OFFICE TECHNOLOGY/COMMUNICATIONS

Effective: Fall 2018

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

   Overview of various technologies (such as video-conferencing, cloud services and storage, mobile devices) used for communicating internally and externally in the workplace. Hands-on practice with Outlook (email, contact management, calendaring), cloud-based applications and data storage, and telephone techniques.

   1.00 Units Lab

   Strongly Recommended
   - Eligibility for ENG 1A -

   CIS 71A - Keyboarding (The Alphabet)
   with a minimum grade of C

   Grading Methods:
   Letter or P/NP

   Discipline:
   • Computer Information Systems

	MIN
Lab Hours:	54.00
Total Hours:	54.00

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. -Eligibility for ENG 1A
      1. Write effective summaries of texts that avoid wording and sentence structure of the original
      2. Respond to texts drawing on personal experience and other texts
      3. Provide appropriate and accurate evidence to support positions and conclusions
      4. Produce written work that reflects academic integrity and responsibility, particularly when integrating the exact language and ideas of an outside text into one's own writing
      5. Utilize effective grammar recall to check sentences for correct grammar and mechanics
      6. Proofread his/her own and others' prose
   B. CIS71A
      1. Use proper fingering and keystroking for all alphabetic characters on a computer keyboard by touch;
      2. Maintain proper positioning at the computer to type with greater speed and accuracy;
      3. Use correct spacing after punctuation;
      4. Demonstrate a proficiency minimum of 20 gwam on a 1-minute timed write with 1 or fewer errors; and

IV. MEASURABLE OBJECTIVES:
   Upon completion of this course, the student should be able to:
   A. Upload and download files to cloud-based data storage site
   B. Use Outlook to send and receive emails, calendar appointments, enter tasks, and maintain contacts;
   C. Create documents, spreadsheets, and presentations using cloud-based application software such as Word Online, Google Sheets, etc.;
   D. Describe the uses of mobile devices to facilitate communications in the workplace;
   E. Describe the advantages and disadvantages of using video-conferencing technologies to facilitate communications in the workplace;
   F. Describe proper techniques of answer business telephone calls, recording messages, and responding to callers.

V. CONTENT:
   A. Outlook
      1. Sending and receiving email
      2. Attachments
      3. Scheduling
      4. Contact Management

5. Tasks
        B. Cloud Storage and Applications
                    1. Uploading and downloading files to using cloud storage programs such as OneDrive, DropBox, and Google Drive
                    2. Exploring web-based applications for document creation
                            a. Office Online
                            b. GoogleDocs
        C. Using web-based video conference services
                    1. Setting up virtual meetings
                    2. Advantances and disadvantages of video conferencing
        D. Mobile devices in the workplace
                    1. Workplace policies
                    2. Types of devices
                    3. Use within the work environment
        E. Business telephone techiques and etiquette
                    1. Answer telephones
                    2. Taking messages
                    3. Responding to callers

VI. METHODS OF INSTRUCTION:
        A. **Lab** - Hands-on projects
        B. Textbook readings and supplemental materials
        C. **Individualized Instruction** -

VII. TYPICAL ASSIGNMENTS:
        A. There are a number of cloud storage solutions available including, OneDrive (Microsoft), GoogleDrive (Google), and DropBox.
                    1. Research these document sharing sites.
                    2. Identify one or two things that you think would be advantages of using document sharing sites for employees or colleagues.
                    3. What might be some of the challenges of working together using these sites?
                    4. Create a one-page report outline the results of your research.
        B. Upload the filename Pacifica Bay—Google sheets.xlsx to www.docs.google.com.
                    1. Open the worksheet in Google Sheets.
                    2. Open the file named Pacifica Bay—Excel 2016.xlsx in Excel 2016.
                    3. Compare the two worksheets.
                            a. What differences do you notice?

VIII. EVALUATION:
        A. **Methods**

                    1. Projects
                    2. Lab Activities
        B. **Frequency**

                    1. Weekly lab activities/assignments
                    2. 4-5 projects requiring online research

IX. TYPICAL TEXTS:
                    1. Gaskin, Shelley, and Joan Lambert. *GO! with Microsoft Outlook 2016 Getting Started.* 1st ed., Pearson, 2017.
                    2. Rich, Jason. *Working in the Cloud: Using Web-Based Applications and Tools to Collaborate Online.* 1st ed., Pearson, 2018.
                    3. Hoisington, Corinne. *Microsoft® Office 365 & Outlook 2016: Introductory.* 1st ed., Cengage, 2017.

X. OTHER MATERIALS REQUIRED OF STUDENTS:
        A. Go Print card.
        B. Portable storage media, e.g., flash drive, external hard drive, cloud storage.