

**Department:**

Computer Support Technology

**Course Description:**

This is an introductory course appropriate for all technical and skilled trade students. This course is designed to provide computer familiarity, not proficiency. Industrial applications of computers will be stressed. Computer software, storage/input/output devices, and controls as they apply to industry will be explored. The course is competency based and will provide the student with experiences and demonstrations in keyboarding, window programs, word processing, spreadsheets, computer graphics, and email. The student will learn the basic features and functions of the Internet, Outlook, Word, and Excel. The student will also learn about basic computer concepts and internet skills.

**Course Competencies:**

Upon completion of the course, the student should be able to:

1. Identify the basic parts of a computer system
2. Log on and off from Windows
3. Back up files on a USB flash drive
4. Create a group workspace
5. Attach a file to an email message (Outlook)
6. Type a professional business letter (Word)
7. Work with proofreading tools (Word)
8. Create appropriate report formats (Word)
9. Insert a table in a document (Word)
10. Conduct a mail merge (Word)
11. Discuss how Excel helps productivity (Excel)
12. Clear cell contents, including formatting (Excel)
13. Modify and copy formulas (Excel)
14. Control text to align and fit within cells (Excel)
15. Modify column width and row height (Excel)
16. Create, modify, format, and print charts (Excel)
17. Create a resume, letter of application

**Course Content:**

- A. Windows Basics
  1. Logging on to Windows
  2. Using Gadgets
  3. Logging Off and Switching Users
  4. Shutting Down
- B. Starting Programs
  1. Working with the Start Menu
  2. Controlling Program Windows
  3. Working with the WIN 7 Task Bar

4. Using Program Commands
5. Saving Your Work
6. Using the Work Area
7. Typing with WordPad
- C. Using a Word Processor
  1. Defining Word Processing
  2. Introducing the Word Window
  3. Typing Text in Word
  4. Saving a Document for the First Time
  5. Saving a Modified Document
  6. Scrolling
  7. Printing and Closing
  8. Starting a New Blank document
  9. Using Word's Proofreading Aids
  10. Opening a Document
  11. Using Cut, Copy, and Paste
- D. Word-Writing a Letter and a Resume
  1. Typing a Cover Letter
  2. Saving a Document
  3. Printing a Document
  4. Using a Word Table to Organize a Resume
  5. Creating an Envelope
- E. Working with Files
  1. Introducing the Windows Control Panel
  2. Understanding File Locations
  3. Using Folders
  4. Moving and Copying files
  5. Deflecting and Restoring Files
- F. Internet
  1. Browsing Web Pages
  2. Searching Websites
- G. Microsoft Outlook
  1. Introducing Webmail
  2. Signing In to Webmail
  3. Sending an Email Message
  4. Using the Inbox
  5. Replying to Messages
- H. Sending and Receiving Attachments
  1. Assuring Internet Security
  2. Downloading Files from the Web
  3. Receiving Email Attachments
  4. Sending Attachments
- I. Excel
  1. Understanding Excel
  2. Navigating in a Spreadsheet
  3. Entering Data
  4. Editing in Excel
  5. Working with Ranges of Cells
  6. Moving and Copying Data
  7. Sorting Data
  8. Working with Columns and Rows
  9. Budgeting with Calculations and Charts

## Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. The test can be in the objective format or in a problem solving format.

## Instructional Materials:

Textbook: NCCER. (2015). *Core Curriculum Trainee Guide, Introductory Craft Skills*. (5<sup>th</sup> ed.). Boston, MA: Pearson. ISBN-13: 978-0134131436

### **Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition**

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

### **A Note on Harassment, Discrimination and Sexual Misconduct**

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).