

LAST REVIEW:

(2009-2010)

NEXT REVIEW: 2014-2015

(2014-2015)

STATUS: A

(A, I, D)

COURSE TITLE: Microsoft Specialist: Windows and Outlook for Business

COMMON COURSE NUMBER: CTS 1213C

CREDIT HOURS: 3

CONTACT HOUR BREAKDOWN

(per 16 week term)

CLOCK HOURS:

(Voc. Course ONLY)

Lecture: **36**

Lab: **12**

Clinic:

Other:

PREREQUISITE(S): CGS1060C or Placement

COREQUISITE(S):

PRE/COREQUISITE(S):

COURSE DESCRIPTION:

This course teaches students to utilize Windows operating system to be more productive, more collaborative, and more efficient. The course covers the skills necessary to be effective at protecting, optimizing, and troubleshooting the Windows OS environment. This course also teaches students advanced skills and design concepts for employing Microsoft Outlook to create, manage and organize messages, contacts and tasks. The course includes hands-on experiences with exercises and projects. The skills developed by students completing this course will help prepare them for the Microsoft Office Specialist Windows and Outlook certification exams.

UNIT TITLES

1. Protecting Your Computer
2. Managing Mobile and Remote Computing
3. Managing Software, Disks, and Devices
4. Managing Files and Folders
5. Collaborating with Other People
6. Customizing Your Windows OS Experience
7. Optimizing and Troubleshooting Your Computer
8. Managing Messaging
9. Managing Scheduling
10. Managing Tasks
11. Managing Contacts and Personal Contact Information
12. Organizing Information

EVALUATION:

Please provide a brief description (250 characters maximum) that details how students will be evaluated on the course outcomes.

Evaluation instruments will include written and/or skills-based examination and individual in-class and/or take-home assignments. Evaluation methods may also include group in-class and/or take-home assignments.

Common Course Number: CTS1213C

UNITS

Unit 1 Protect Your Computer

General Outcome:

1.0 The student shall: be able to implement security features of Windows OS.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1 Manage Windows Firewall
- 1.2 Manage malicious software (also called malware) protection.
- 1.3 Configure Windows Update settings
- 1.4 Lock a computer
- 1.5 Manage Windows Internet Explorer security
- 1.6 Configure local user accounts

Common Course Number: CTS1213C

Unit 2 Managing Mobile and Remote Computing

General Outcome:

2.0 The student shall: be able to manage remote access and networking in Windows OS.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 2.1 Manage the computer power state
- 2.2 Manage network connections
- 2.3 Manage remote access to your computer
- 2.4 Connect to another computer
- 2.5 Access files stored in shared network folders when your computer is offline

Common Course Number: CTS1213C

Unit 3 Managing Software, Disks, and Devices

General Outcome:

3.0 The student shall: be able to manage software, disks and devices.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

3.1 Manage Software

3.2 Manage Disks

3.3 Manage device drivers

3.4 Manage display settings

3.5 Configure multiple monitors

3.6 Install and configure a printer

Common Course Number: CTS1213C

Unit 4 Managing Files and Folders

General Outcome:

4.0 The student shall: be able to manage files and folders.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

4.1 Manage Windows explorer settings

4.2 Manage and Secure folders

4.3 Share folders

4.4 Search for files and folders

4.5 Organize files within folders

4.6 Manage files

4.7 Back up and restore files and folders

Common Course Number: CTS1213C

Unit 5 Collaborating with Other People

General Outcome:

5.0 The student shall: be able to collaborate with others

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

5.1 Collaborate in Real Time

5.2 Present information to an audience

PREVIEW

Common Course Number: CTS1213C

Unit 6 Customizing the Windows OS Experience

General Outcome:

6.0 The student shall: be able to customize Windows operating system.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 6.1 Customize and modify the Start Menu
- 6.2 Customize the Taskbar
- 6.3 Personalize the appearance and sound of a computer
- 6.4 Manage the Windows Sidebar

Common Course Number: CTS1213C

Unit 7 Optimizing and Troubleshooting Your Computer

General Outcome:

7.0 The student shall: be able to troubleshoot the computer.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 7.1 Increase processing speed
- 7.2 Locate troubleshooting information
- 7.3 Locate system information
- 7.4 Repair a network connection
- 7.5 Recover from software errors
- 7.6 Troubleshoot printing errors
- 7.7 Recover the operating system from a problem
- 7.8 Request and manage Remote Assistance

Common Course Number: CTS1213C

Unit 8 Managing Messaging

General Outcome:

8.0 The student shall: be able to manage messages.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 8.1 Create and send an e-mail message.
- 8.2 Create and manage your signature and automated messages.
- 8.3 Manage e-mail message attachments.
- 8.4 Configure e-mail message sensitivity and importance settings.
- 8.5 Configure e-mail message security settings.
- 8.6 Configure e-mail message delivery options.
- 8.7 View e-mail messages.

Common Course Number: CTS1213C

Unit 9 Managing Mail with folders

General Outcome:

9.0 The student shall: be able to manage mail with folders.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 9.1 Creating and moving a mail folder.
- 9.2 Deleting and restoring a mail folder.
- 9.3 Moving messages to a different folder.
- 9.4 Deleting and archiving Outlook items.

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Common Course Number: CTS1213C

Unit 10 Processing Messages with Rules

General Outcome:

10.0 The student shall: be able to process messages with rules.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 10.1 Using rule templates.
- 10.2 Creating and editing rules.
- 10.3 Managing rules.

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Common Course Number: CTS1213C

Unit 11 Managing Scheduling

General Outcome:

11.0 The student shall: be able to manage messages.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 11.1 Create appointments, meetings, and events.
- 11.2 Send meeting requests.
- 11.3 Update, cancel, and respond to meeting requests.
- 11.4 Customize calendar settings.
- 11.5 Share your calendar with others.
- 11.6 View other calendars.

Common Course Number: CTS1213C

Unit 12 Managing Tasks

General Outcome:

12.0 The student shall: be able to manage tasks.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

12.1 Create, modify, and mark tasks as complete.

12.2 Accept, decline, assign, update, and respond to tasks.

Common Course Number: CTS1213C

Unit 13

Managing Contacts and Personal Contact Information

General Outcome:

13.0 The student shall: be able to manage contacts and personal information.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 13.1 Create and modify contacts.
- 13.2 Edit and use an electronic business card.
- 13.3 Create and modify distribution lists.
- 13.4 Create a secondary address book.

Common Course Number: CTS1213C

Unit 14 **Organizing Information**

General Outcome:

14.0 The student shall: be able to organize information.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 14.1 Categorize Office Outlook 2007 items by color.
- 14.2 Create and manage Office Outlook 2007 data files.
- 14.3 Organize mail folders.
- 14.4 Locate Office Outlook 2007 items by using Search.
- 14.5 Create, modify, and remove rules to manage e-mail messages.
- 14.6 Customize your Office Outlook 2007 experience.