



10-103-107-504
Applied Microsoft Office for Health
Spring 2012 – MSTC Stevens Point Campus

Course Information

Days and Times: Monday, 9:00-11:50 a.m.
Instructor: Kathy Trachte
Location: Stevens Point Campus, Room 102
Credits: 2.0

Course Prerequisites: Learners should possess basic keyboarding and mouse skills and be familiar with Microsoft Windows. A keyboarding skill of 30 words per minute is highly recommended. These skills may be developed concurrently with the class through the Academic Support Center on any MSTC campus.

Course Description - Applied MS Office for Health 10-103-107

Learners will develop introductory computer and software application skills using the Windows Operating System and Microsoft Office Suite (Word, Excel and Access), Outlook, and Internet Explorer through demonstrations and lab exercises. Emphasizes technical skills in Excel workbooks and Access databases for health careers.

Required Text, Software Requirements and Learner Supplies:

Microsoft Office 2010 with SAM's, Publisher: Cengage Learning, Price: 159.25 USD, Notes: bundled package contains: book-9780538746533 & SAM's – 9780538751889
ISBN #: 1133223672

Note: Do not set up your SAM's account until you are instructed to do so.

Required Software: All software necessary for this class is provided in the classroom.

- If you wish to work from home, you will need Microsoft Office 2010 including Microsoft Word, Microsoft Excel and Microsoft Access as well as Internet access.

Note: Microsoft Office 'Home & Student' version does not have Access. If you are interested in purchasing Microsoft Office for this class, please go to:

<http://wiscsoftware.wisc.edu/wisc/school.asp?institution=1052> to purchase Office 2010 for Windows. You must have a DVD drive in your computer to install. This version of Office includes: Word, Excel, PowerPoint, Publisher, Access, Outlook, OneNote, InfoPath, Communicator and Share Point Work Space (Groove) and costs you, as a student, about \$72.00. Please note that this software may not be returned so ask if you have questions before you purchase please.

Recommended Learner Supplies

- USB Drive 1G minimum – need to purchase
- HIGHLY recommend utilizing your H: drive for backup purposes.

Instructor Information

Instructor: Kathy Trachte
Phone: 715-341-0628 (home) or 715-340-1250 (cell)
Email: kathyrn.trachte@mstc.edu
Office Hours: By appointment only. When I am on the Stevens Point campus and not in the classroom, you will usually find me in Room 112.

I check e-mail and telephone messages routinely during normal business hours (8:00 a.m. to 4:00 p.m.) and I respond to messages in the order in which they are received. If you do not receive a response within 48 hours, please contact me again (assume your first message was not received). You may receive responses from me outside these hours but that will not be the norm. If your question pertains to a specific issue that means you might not meet a deadline, please explain this in your message and I will take this into consideration. At times during the semester (particularly during our email assignment period) this response time may be slower. If this occurs, I will post information to that effect.

Accessing Blackboard

While this course meets in the classroom, Blackboard will be utilized throughout the semester to post relevant announcements, learning plans, assignment due dates and grades. You may access Blackboard through the MSTC web site at <http://mstc.edu>. Click on the MyMSTC link. On this page, you can access instructions for logging in to the classroom (Login procedures & Email). Select 'Blackboard' to go directly to the class site. You can also access the course site directly at <http://mstc.blackboard.com>

Use the procedure listed on the MyMSTC page to log in to Blackboard. If it is your first time using Blackboard, please change your password from the generic one to a more secure one.

Technical Support: For **course related** assistance, please contact the instructor. For assistance with technology, contact the MSTC Help Desk. This assistance is available 24/7. On an MSTC campus, dial Ext. 5555. Off campus, please dial toll free 1-877-469-6782. Online, from the MyMSTC page, click the support link below the 24/7 Help Desk Support banner.

For help with SAM, contact Course Technology Cengage Learning at www.academic.cengage.com/support or call 1-800-648-7458. These numbers are also available at the home page for this software at <http://SAM2010.course.com>

Competencies and Performance Standards

Unit

Competency

- Learning Objective

1 Computer Basics

1 Associate terminology with computer components

- Identify basic computer components
- Compare and contrast system software and application software
- Identify the features of Microsoft Windows
- Identify the components of Microsoft Office
- Use correct terminology in the Windows and Office environments

2 Use computers safely and legally

- Identify workspace ergonomic issues

- Use antivirus software to protect against computer threats
- Apply copyright laws to use of internet information
- Identify legal and illegal use of software

3 Manage files and folders

- Navigate computer resources using My Computer or Windows Explorer
- Add a printer
- Create files and folders
- Organize files and folders
- Change properties of files and folders (rename, read only, etc.)
- Manipulate files and folders (copy , move, delete)
- Backup files and folders
- Find files and folders
- Use Help tools

2 Browser & E-mail Basics

4 Use MSTC electronic resources

- Identify the components of Web pages and browsers
- Navigate links on Web pages
- Create and organize 'favorites'
- Use correct terminology for the World Wide Web environment
- Use network resources
- Utilize course resources online
- Utilize library resources
- Edit user preferences in an online classroom
- Participate in an online discussion forum
- Access course materials in an online classroom

5 Use E-mail

- Use correct terminology in the Microsoft Outlook environment
- Identify e-mail addresses suitable for business use
- Identify the components of an e-mail message
- Use appropriate business 'etiquette' for e-mail
- Create e-mail messages
- Send, receive, reply to, and print an e-mail message
- Add and delete Address Book contacts
- Create a distribution list
- Send an attachment

3 Microsoft Word

6 Use Microsoft Word

- Identify components of the Microsoft Word window
- Describe uses and benefits of word processing software
- Use correct terminology in the Microsoft Word environment
- Navigate the MS Word documents windows
- Create and save documents
- Edit documents
- Format documents
- Print documents
- Create letters and envelopes
- Create tables

- Create multi-page reports

4 Microsoft Excel

7 Use Microsoft Excel

- Identify components of the Microsoft Excel window
- Describe uses and benefits of spreadsheet software
- Use correct terminology in the Microsoft Excel environment
- Navigate workbooks and worksheets
- Create and save workbooks
- Edit worksheets
- Format worksheets
- Print worksheets
- Use formulas and functions

5 Microsoft Access

8 Use Microsoft Access

- Identify components of the Microsoft Access window
- Describe uses and benefits of database software
- Use correct terminology in the Microsoft Access environment
- Produce accurate and error-free databases in MS Access
- Navigate the MS Access database windows
- Build a database
- Define table relationships
- Modify data
- Modify database structure
- Print database reports
- Query a database
- Use formulas and functions

Core Abilities: In addition to specific job-related training, MSTC has identified a set of core abilities which are transferable and go beyond the content of a specific course. The college supports the following skills for all graduates of MSTC:

Core Ability	Indicators
Act with integrity	<ul style="list-style-type: none"> - learner works and behaves ethically - learner follows established rules, regulations, and policies - learner assumes responsibility for own action - learner resolves conflict effectively - learner displays a positive attitude - learner assumes shared responsibility for collaborative work - learner defines, prioritizes, and completes tasks without direct supervision
Communicate effectively	<ul style="list-style-type: none"> - learner writes and speaks so others can understand - learner interprets nonverbal communication - learner uses proper communications etiquette - learner uses active listening skills - learner applies reading strategies to suit the purpose for reading - learner plans, researches, and edits

Core Ability	Indicators
Demonstrate effective critical and creative thinking	<ul style="list-style-type: none"> - learner uses a structured problem-solving approach - learner demonstrates open-mindedness - learner organizes information - learner works successfully in a climate of ambiguity and change - learner applies previously acquired knowledge to new tasks - learner applies technology to work processes as warranted
Demonstrate global and social awareness	<ul style="list-style-type: none"> - learner recognizes human differences in order to promote a cooperative work and social environment - learner demonstrates awareness of current world events - learner describes political, economic, and social systems different from one's own - learner summarizes social consequences of prejudice and discrimination.

Course Expectations

- **Attendance:** Class attendance is considered essential to the learning process. Therefore, regular attendance is expected of all students. As an adult learner, you are responsible for your own learning. You will be held accountable for all assigned activities. You are responsible for discussing any absences with the instructor. You must keep up with work in class while you are absent. Do not “drop out” for a period of time and expect to “drop back in”. If your business, personal obligations, or an illness require you to be absent, contact your instructor immediately. The form and content of your participation will determine the level of achievement, satisfaction, and enjoyment that you experience in this course. Your classmates are counting on you to contribute the success of this class. If you no longer wish to attend this class, you must officially withdraw from this course. Students who do not withdraw officially remain responsible for class costs and will be issued a failing grade.
 - Students are expected to attend all scheduled class sessions and participate appropriately in all class activities and discussion. Attendance will be recorded at the beginning of each class period. Completing work, but not showing up to class, does not guarantee successful completion of this course. **If you cannot make a class, you are expected to notify the instructor of your absence prior to the start of class in order to be “excused”.**
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- **Completion of Work:** Students are expected to complete and submit all assignments by the date due. **I will not routinely accept late assignments or exams.** All assigned work and each of the exams must be completed with a passing score to fulfill the requirements of this course.
 - **Responsibility for missed classes:** I will not repeat a lecture for someone who misses a class, nor will I seek out students who have missed classes to “catch them up.” It is your responsibility to obtain handouts, notes and information that may have been distributed or announced on class days you have missed. I strongly recommend that you partner with at least one classmate in the event that you miss class. All information will be posted on Blackboard for you to refer to.

- **Responsibility for late assignments:** All assignments are due on the due date assigned. Due dates and times will be clearly communicated for each assignment. If you are unable to make it to class, you can always avoid grade reductions by submitting your assignments to me by the date due. ***I do not routinely accept late assignments*** for credit after the assigned due date. In only rare circumstances will exceptions to this policy be made.
- **Responsibility for missed exams:** There will be no make-up exams unless prior arrangements have been made unless extenuating circumstances are present and documented.
- **File Management** - Please save a back-up copy of all your work until the class is over. I cannot give you a grade because your work was lost in cyberspace. Save a copy of your assignments before uploading to the class. If you use a flash drive, I also strongly recommend you keep a 2nd copy in the hard drive on your computer.
- **Class conduct:** Please do in class as you should do in life:
 - Respect the diversity of people, cultures, opinions, and viewpoints
 - Be respectful of others – avoid talking in class or creating other disruptions
 - Arrive on time and be prepared to discuss the material that will be covered
 - Attend the duration of class and participate in class - avoid working on non-related material.
- **Laptops, cell phones, and other electronic devices:** Students are expected to ensure that cell phones, MP3 players, and other electronic devices are turned off during class. If you keep your cell phone on, you must place it in the silent or vibrate mode and this should be done only in extenuating circumstances. Please inform your instructor in advance if you anticipate the need to answer a call during the class period. If this is the case, please step into the hallway before answering you phone.
- **Email:** I will always respond to the email address in which you send me an email from, but will initiate email only to your individual MSTC email account. You should make it a habit to check this email account regularly – daily is best. You can do so from any personal computer by accessing the Internet and visiting <http://owa.mstc.edu>.

Class Discussions and Netiquette

In an online community, you present yourself and learn about others through written words. Therefore, you want to present yourself in a positive light and to communicate your thoughts and ideas effectively and respectfully. The following are guidelines for posting to the discussion area in your online course **and** for emailing your instructor and classmates. Let's work together to make this a positive learning experience for everyone:

1. Format your posting/e-mails so that it is easy to read. Use short paragraphs separated by blank lines. Do not write everything in uppercase (CAPITAL) letters. Capital letters are more difficult to read and in an online environment IT MEANS YOU ARE SHOUTING.
2. Be concise, clear, and careful. Plan your messages so that you don't ramble. Don't use abbreviations or acronyms that others may not understand. Carefully re-read your messages before posting or sending them to check for tone, spelling and grammatical errors. Readers find error-prone writing to be less credible and to reflect negatively on the writer. Your words may also "sound" harsher than you intend them to be when the reader cannot see the expression on your face and other interpersonal cues. Never send angry messages (also known as "flames")

even if you are provoked. On the other hand, do not be surprised if you are "flamed." Do not respond to flames.

3. Your posts are not private. Do not write anything you would not want to be made public.

4. **Email tips:** Make things easy for the recipient of your emails. Include a signature line at the bottom of your message with your contact information (email address and, if appropriate, your business phone number). You can create an automatic signature line in most email programs. Search your email program's Help feature for instructions. If you are forwarding or re-posting an email message, do not change the wording of that message without the author's permission. If you shorten a forwarded message by quoting only relevant parts, be sure to give clear and proper attribution so readers know exactly who the author is of each portion of an email. And finally, it is good practice to check all of your email messages before responding to an email as the sender may have sent a follow-up email that changes the need for you to reply. Also, check to see if the email is a "carbon copy" or "Cc:" for your information (FYI) rather than for you to respond to.

Course Grading Rationale

The grade earned in this course will be determined by proficiency in fulfilling each of the competencies. Course grade will be based on assignments and exams within each of the competencies.

Students are expected to submit all work on or before the designated due date. Please refer to ***Responsibility for late assignments*** and ***Responsibility for missed exams*** under the ***Expectations*** section of this syllabus.

As a general rule, I do not provide extra credit. Your performance throughout the all requirements of the course will determine the final course grade that you will earn.

Grading Scale

Percentages	Grading Scale
95-100%	A
93-94%	A-
90-92%	B+
88-89%	B
86-87%	B-
83-85%	C+
80-82%	C
78-79%	C-
75-77%	D+
72-74%	D
70-71%	D-
Below 70%	F

Redoing work that does not meet performance expectations: If you have diligently completed the learning activities and have mastered the learning objectives, you should have no difficulty passing the knowledge tests and meeting the criteria for the performance assessment

tasks. One of the performance objectives for this course is identifying and correcting errors. Solutions will be posted in Blackboard for many of the cases and your SAM report will detail any errors as well; you are expected to use these to determine the accuracy of your work. Please check your work against the criteria for performance before submitting it. It is your responsibility to keep track of your scores to be sure that you have reached a satisfactory level on all knowledge tests and performance assessments. It is also your responsibility to arrange for any re-work or re-testing that may be necessary. You always have multiple attempts to get the maximum possible score for your work. So long as your original work has been submitted by the assigned date/time, you will have the ability to make corrections to your work up to five days following the grade being posted.

Schedule for Applied Microsoft Office for Health: *This schedule is subject to change with advance notice in order to best meet the needs of the students enrolled. Expected dates are as follows:*

Course Schedule for Spring 2012		
Week of	Target Competencies	Notes
01/16/12	Explain computer technology Demonstrate safe and legal use of computers	
01/23/12	Apply electronic resources Produce e-mail	
01/30/12	Manage Computer Files & Folders	
02/06/12	Operate Microsoft Word	
02/13/12	Operate Microsoft Word	
02/20/12	Operate Microsoft Word	
02/27/12	Operate Microsoft Word	Word Written and Practical Exam
03/05/12	Use Microsoft Excel	
03/12/12	Use Microsoft Excel	
03/19/12		<i>SPRING BREAK FOR MSTC</i>
03/26/12	Use Microsoft Excel	
04/02/12	Use Microsoft Excel	
04/09/12	Use Microsoft Excel	Excel Written and Practical Exam
04/16/12	Interface Microsoft Access	
04/23/12	Interface Microsoft Access	
04/30/12	Interface Microsoft Access	
05/07/12	Interface Microsoft Access	
05/14/12	Microsoft Access Exam	Access Written and Practical Exam

Academic Integrity: The MSTC Board, administration, faculty, and staff believe that academic honesty and integrity are fundamental to the mission of higher education. All students are expected to maintain and promote the highest standards of personal honesty and professional integrity. These standards apply to all examinations, assigned work, and projects. Therefore, a student who is found to have been dishonest, fraudulent, or deceptive in the completion of work

or willing to help others to be so or who is found to have plagiarized (presented the work of others as his or her own) is subject to disciplinary action up to and including suspension.

For purposes of this course, if you are found to have been academically dishonest, you will receive a grade of zero on the particular examination, assigned work or project.

Student Support Services: To access information about MSTC's Student Support Services, click on the "MSTC Services" tab at the top of the screen in MSTC's online learning management system. You can also access information at the website: <http://www.mstc.edu/students/support.htm>

Students with Disabilities Procedures: It is the policy of MSTC to comply with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA). Individuals with disabilities are provided with reasonable and effective accommodations, when requested, to afford equal access to educational opportunities at MSTC.

If you know you have a recognized disability, or suspect that you might have one, it is your responsibility to identify yourself as soon as possible to the Disability Services staff available on each campus. Adequate and reasonable time will be required to develop and provide appropriate accommodations, so contact Disability Services as soon as possible. It is MSTC's goal to assist you in your individual education plan.

Acceptable User Agreement for MSTC Information Technology Resources: All users of MSTC information technology resources including MSTC's computers, computer network, web-accessible e-mail, and online learning management system are required to abide by the terms of MSTC's Acceptable Use Policy <http://www.mstc.edu/students/policiesusage.htm>. The college reserves the right, without notice, to limit or restrict access and to inspect, remove or otherwise alter any data, file or system resource that may undermine the authorized use of any MSTC information technology resources. Violations of MSTC's Acceptable Use Policy are subject to disciplinary action which may include expulsion from this class and the college.

Final Words...

This syllabus is intended to be a guideline for student success and course management. Please recognize that it cannot cover every situation that may occur. Decisions will be made by the instructor as needed throughout the semester to address specific issues that may arise. The syllabus and related course schedule are always subject to change as necessary with advance notice...

I look forward to working with you.