Class Hours: 3.0  
Credit Hours: 3.0
Laboratory Hours: 0.0  
Date Revised: Spring 02

NOTE: If you wish to take this course for AUDIT (not receive a grade), you can change to AUDIT status by completing an Add/Drop form by the published deadline date. You will receive the same instruction as students taking the course for credit, but your GPA will not be affected and the course will not count toward an academic degree.

Catalog Course Description:
An introduction to the popular Windows word-processing program, Word. Emphasis is on efficient use of Microsoft Word features to create documents using the Microsoft Word For Windows software. Timed theory/production tests will be included.

Entry Level Standards:
Keyboard speed of 23 wpm (minimum)

Prerequisite:
OST 1100 or equivalent

Textbook(s) and Other Reference Materials Basic to the Course:
2. License for SAM 2000 testing software. You will purchase the SAM 2000 testing license ONCE and will use it in several OST classes that require SAM application tests. The license is good as long as you are a student at PSTCC and take the courses that require this testing.
5. Two high-density 3.5" 1.44-mb diskettes.
6. Two folders, two-pocket, for submitting and keeping assignments.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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</table>
| 1    | Introduction of Microsoft Windows 2000  
(Appendix A-D in Microsoft Word 2000, A Professional Approach; Tutorials 1-2 in Microsoft Windows 2000 Professional optional) |
Lesson 1 - Creating a Document
Lesson 2 - Selecting and Editing Text
(Sample SAM testing)
Lesson 3 - Formatting Characters
Lesson 4 - Writing Tools
Quiz 1 (SAM test covering Lessons 1-4)
Lesson 5 - Formatting Paragraphs
Lesson 6 - Margins
Lesson 7 - Tabs and Tabbed Columns
Quiz 2 (SAM test covering Lessons 5-7)
Lesson 8 - Moving and Copying Text
Lesson 9 - Find and Replace
Midterm Application Test covering Lessons 1-9
Lesson 10 - Printing
Lesson 11 - Page and Section Breaks
Lesson 12 - Page Numbers, Headers, and Footers
Report Formatting/Two-page Letters
Quiz 3 (SAM test covering Lessons 1-12)
Lesson 13 - Tables
Lesson 18 - Merging Documents
Begin Comprehensive Application Test
Complete Comprehensive Application Test

II. Course Objectives*


B. Learn basic Word operations to efficiently create, edit, enhance, and print documents. I, II, III, VI, X, XI

C. Introduce the student to the more advanced concepts of word processing using advanced formatting features of Word. I, III, VIII

*Roman numerals after course objectives reference goals of the OST program.

III. Instructional Processes*

Students will:

1. Use computer technology to promote objectives of the course; specifically, Windows 2000 and Word 2000. Technological Literacy Outcome
2. Utilize Word's formatting commands (character, paragraph, and page) to solve problems and to make effective decisions in managing written documents. *Problem Solving and Decision Making Outcome*

3. Complete business documents and word processing problems based on real workplace situations. *Communication Outcome, Problem Solving and Decision Making Outcome, Transitional Strategies, Active Learning Strategies*

4. Research a reference manual to find and correct formatting errors, grammar errors, and usage errors when inputting business reports, letters, and memorandums. *Problem Solving and Decision Making Outcome, Information Literacy Outcome*

5. Internalize the work ethic by regularly attending class, being punctual, being dependable and acting in a professional manner while in class. *Personal Development Outcome, Transitional Strategy*

*Strategies and outcomes listed after instructional processes reference Pellissippi State's goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.*

**IV. Expectations for Student Performance***:

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

1. Identify the windows screen. A

2. Identify and utilize the windows explorer and/or My Computer. A

3. Copy, delete and move files. A

4. Identify the word screen. A

5. Identify parts of the word screen. A

6. Create a document. B

7. Save and print a document. B

8. Insert and delete text, move insertion point with keyboard and mouse, and use the undo and redo buttons. B

9. Use character formatting commands (bold, italic, underline, double underline, small caps, and all caps). B

10. Use paragraph formatting commands (alignment, line spacing and indenting paragraphs) B

11. Use Spelling and Thesaurus. B

12. Change fonts, format with the Format Painter and insert special symbols. B

13. Use page formatting commands (page margins, page breaks, section breaks, and page numbering). B

14. Set and manipulate tabs. B

15. Cut and paste text. B
16. Format with special features (AutoText, drop capital letters, nonbreaking space, date and time and templates). B
17. Manipulate text within and between documents. B
18. Create headers and footers. C
19. Find and replace text and formats. C
20. Create and edit tables. C
21. Use Mail Merge feature to create form letters and mailing labels. C

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures: 70% of grade

Evaluations will consist of application tests and quizzes using the SAM testing software. The application tests will consist of problems similar to the exercises and unit applications in the textbook. Application tests will be given on both the midterm exam and the final exam. Disks and printouts will be collected and graded on these two tests. The average of these two application tests will count as 45 percent of the testing grade. Quizzes using the SAM testing software will consist of individual tasks completed on the computer. Three quizzes using the SAM testing software will be given. The average of these three quizzes will count as 25 percent of the testing grade.

MAKEUP POLICY: If you miss a quiz, you will receive the same grade for the quiz as you make on the final application exam. If you miss more than one quiz, you will receive a zero for that quiz. If you miss the midterm or final exam, you will receive a zero for that exam.

B. Other Evaluation Methods (Homework, Inclass Graded Exercises, Pop Quizzes): 30% of grade

Selected application exercises to be completed either in or out of class will be collected for grading. The following point system of grading will be utilized for each application exercise based on accuracy of work and amount of work done.

<table>
<thead>
<tr>
<th>Errors on Application</th>
<th>Points Possible for Application Exercises</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>2-3</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>5+</td>
<td>1</td>
</tr>
</tbody>
</table>

A late penalty will be assessed on assignments turned in after the due date. Two points will be deducted from the total for each day after the due date. Assignments WILL NOT BE ACCEPTED after they are ONE WEEK LATE.

C. Grading Scale:

OST Departmental Percentage Scale

A 93 - 100
B+ 90 - 92
B 85 - 89
C+  80 - 84
C   75 - 79
D   70 - 74
F   69 and below

VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the Vice President for Academic and Student Affairs, may have requirements that are more stringent. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.] In order to recieve credit for this course, you can miss no more than 4 times for a class meeting once a week.
8 times for a class meeting twice a week.
12 times for a class meeting three times a week.

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course.

C. Other Policies:
This college-level course is structured as a lecture-format class. You will be expected to do lab work in addition to class time to complete assignments. Occasionally, time will be allowed at the instructor's discretion to complete assignments in class. Open labs are available at all campuses. Check posted hours.