Catalog Course Description:

Designed to help the student understand the information process that supports work activities in an insurance office. It will help the student to make knowledgeable choices when employing automation as a tool in performing insurance tasks.

Entry Level Standards:

None

Prerequisites:

None

Textbook(s) and Other Reference Materials Basic to the Course:


I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction: The Central Processing Unit</td>
</tr>
<tr>
<td>2</td>
<td>Input and Output Devices</td>
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<td>3</td>
<td>Storage: Large Computer Systems</td>
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<td>4</td>
<td>Microcomputers</td>
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<td>5</td>
<td>Communications: Management Information Systems</td>
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<td>6</td>
<td>Programming Languages and Operating Systems</td>
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<tr>
<td>7</td>
<td>MID-TERM</td>
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<tr>
<td>8</td>
<td>Word Processors</td>
</tr>
<tr>
<td>9</td>
<td>Word Processors, continued. Languages: WordPerfect, Word Star, etc.</td>
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<tr>
<td>10</td>
<td>Data Managers</td>
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</tbody>
</table>
II. Course Objectives*:

A. Define a computer and describe the components of a computer system. I,II

B. Describe difference methods and devices used for data input and explain types of output. I,II

C. Describe the types, forms, and terms used in the technology of data transmission. I,II

D. Briefly discuss types of programming languages and operating systems. I,II

*Roman numerals after course objectives reference goals of the Business and Community Services department.

III. Instructional Processes*:

Students will:

1. Take part in course assignments such as team discussions; team case studies; team projects; experiential exercises; oral, written, PowerPoint, and/or email presentations; Internet research; etc. to help develop teamwork, leadership, and followership skills. Communication Outcome, Personal Development Outcome, Cultural Diversity & Social Adaptation Outcome, Information Literacy Outcome, Transitional Strategy, Active Learning Strategy

2. Use critical thinking skills to interpret and evaluate the financial statements of existing companies and make informed judgements about these statements to facilitate in decision making and problem solving strategies. Problem Solving and Decision Making Outcome, Numerical Literacy Outcome, Information Literacy Outcome, Active Learning Strategies

3. Exhibit professional behavior by attending class regularly, arriving punctually with the appropriate materials, and being prepared for active class participation each day. Personal Development Outcome, Transitional Strategy

4. Use email to communicate problems, questions, and issues to the instructor. Communication Outcome, Informational Literacy Outcome, Technological Literacy Outcome

*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. Explain the basic categories of usage, basic processing functions, flow of data and limitations of computers.  A

2. Describe four methods used in data preparation and entry.  B

3. Describe and contrast the major means of secondary storage: magnetic tape, floppy disk, hard disk, and optical storage.  B

4. Describe the historical development of and various types of microcomputers.  C

5. List advantages and disadvantages of types of data communication channels.  D

6. Describe types of operating systems and the major jobs within the field of information systems.  D

7. Identify broad categories and types of application packages.  C

8. Identify the components of a computer system using data managers.  C

9. Explain the essentials of a communications package.  D

10. Explain the privacy concerns in connection with automation.  C

11. Describe new directions or technologies in the development of automation.  C

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

V. Evaluation:

A. Testing Procedures:

   Midterm  30%
   Unannounced Quiz 30%
   Final Exam  30%

B. Laboratory Expectations:

   N/A

C. Field Work:

   N/A

D. Other Evaluation Methods:

   Attendance  10%

E. Grading Scale:

   90 - 100   A
   80 - 89     B
   70 - 79     C
   60 - 69     D
   Below 60    F

VI. Policies:
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.