

COURSE OUTLINE

**Office Business Technology 70
Customer Service Skills**

Catalog Statement

OBT 70 provides an introduction to computer concepts for students with no previous exposure to computing. The course focuses on the microcomputer (PC).

Total Lecture Units: 0.0

Total Laboratory Units: 0.0

Total Course Units: 0.0

Total Lecture Hours: 16.0

Total Laboratory Hours: 0.0

Total Laboratory Hours To Be Arranged: 0.0

Total Faculty Contact Hours: 16.0

Total Student Contact Hours: 16.0

Recommended preparation: ESL 30 or equivalent

Course Entry Expectations

Prior to enrolling in the course, the student should be able to:

- converse at a functional level adequate for everyday use;
- comprehend dialogues, role playing, and lectures;
- decode short reading passages.

Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

- define a computer and categorize computers;
- explain the difference between application software and system software;
- demonstrate the use of a mouse;
- describe the basic components of a computer.

Course Content

Total Faculty Contact Hours = 16.0

Computer Basics (3 hours)

Defining computers

Exploring computer functions

Categorizing computers

Examining personal computer system

Introducing peripheral devices

Introducing application and system software

Computer Hardware (4 hours)

Introducing storage technology

Comparing storage technologies

- Comparing storage media and devices
- Exploring hard disk technology
- Exploring CD/DVD technology
- Exploring solid state storage
- Examining input devices
- Comparing display devices
- Comparing printers
- Understanding expansion slots, cards, and ports
- Exploring peripheral devices

Computer Software (3 hours)

- Introducing computer software
- Exploring operating system
- Defining document production software
- Defining spreadsheet software
- Defining database software
- Defining graphics software
- Defining business software
- Defining entertainment and education software
- Understanding licenses and copyrights
- Installing software

Digital Electronics (6 hours)

- Introducing digital data representation
- Introducing integrated circuits
- Exploring processor performance factors
- Understanding computer memory

Methods of Instruction

The following methods of instruction may be used in this course:

- lecture and demonstration;
- hands on computer exercises;
- group discussion.

Out of Class Assignments

The following out of class assignments may be used in this course:

Not Applicable

Methods of Evaluation

The following methods of evaluation may be used in this course:

- skills exercises at end of each chapter;
- final exam.

Textbooks

Parsons, June, and Oja, Dan.,. *Illustrated SeriesTM (Brief) Computer Concepts*. 9th ed. Boston: Course Technologies, 2014. Print.

9th Grade Textbook Reading Level. ISBN 0-619-18817-0

Student Learning Outcomes

Upon successful completion of the required coursework, the student will be able to:

- describe the basic components of a personal computer and peripherals.
- efficiently use the mouse and keyboard input devices.
- identify and apply terminology for computer hardware, application software, and system software.