

OST 284
EMERGING TECHNOLOGIES

COURSE DESCRIPTION:

Prerequisites: None

Corequisites: None

This course provides opportunities to explore emerging technologies. Emphasis is on identifying, researching, and presenting current technological topics for class consideration and discussion. Upon completion, students should be able to understand the importance of keeping abreast of technological changes that affect the office professional. Course Hours Per Week: Class, 1. Lab, 2. Semester Hours Credit, 2.

COURSE OBJECTIVES:

Upon completion of this course, the student will:

- a. Record and relay necessary information promptly and accurately
- b. Use reference materials
- c. Use electronic mail
- d. Use appropriate business language
- e. Interact with co-workers, management, and the public
- f. Give and receive instructions accurately
- g. Seek clarification on job assignment
- h. Maintain established lines of communication
- i. Adhere to office policies and regulations
- j. Implement employer's directives
- k. Make arrangements for meetings and travel
- l. Gain access and use hardware and software features
- m. Use telecommunication features

OUTLINE OF INSTRUCTION:

- I. Introduction to the Internet
 - A. What is the Internet?
 - B. A Brief History of the Internet
 - C. Services Available on the Internet
 - D. Methods of Accessing the Internet
 - E. Challenges of Using the Internet
 - F. Related External Networks
- II. Using E-Mail
 - A. Composing and Sending E-Mail Messages
 - B. Receiving and Replying to E-Mail Messages
 - C. Printing E-Mail Messages
 - D. Deleting E-Mail Messages
 - E. Recognizing E-Mail Security and Privacy Issues
 - F. Using Netiquette
 - G. Participating in Mailing Lists
- III. Quick Start for Browsing the World Wide Web
 - A. Linking to the Online or Offline Companion

- B. Saving and Printing a Web Page
- C. Returning to the Default Home Page

IV. Browsing the World Wide Web Using Netscape

- A. The Components of the Netscape Window
- B. Loading Web Pages
- C. Using Directory Buttons
- D. Identifying Security Indicators

V. Making Travel Arrangements

- A. Solving Common Business Problems Using the WWW
- B. Research Flight Schedules
- C. Making Hotel Reservations and Renting a Car
- D. Locating City Maps
- E. Identifying Restaurants, Entertainment, and Special Events
- F. Locating Other Travel-Related Information

VI. Commercial Activities on the WWW

- A. Using Online Banking
- B. Shopping for Products and Services
- C. Getting Company Information and Product Support

VII. Office Management on the WWW

- A. Shipping and Tracking Packages
- B. Finding Government Information
- C. Finding General Business Resources
- D. Conducting Employee Search and Posting Jobs

VIII. Establishing a Presence on the WWW

- A. Creating a Web Page
- B. Advising Others About Your Web Page

SUGGESTED REFERENCES, PERIODICALS AND VISUAL AIDS:

Napier, H. Albert and Philip J. Judd. Mastering and Using The Internet for Office Professionals Using Microsoft Internet Explorer 4. Course Technology, 1998.

STATEMENT FOR STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.