COURSE DESCRIPTION:

Prerequisite: None
Corequisites: None

This course provides a working knowledge of Internet usage and research for the modern office. Emphasis is placed on using search engines, email, Web sites, Web servers, communication services, and e-business to obtain information vital to the current office environment. Upon completion, students should be able to use the Internet to research any office topics required for employment. Course Hours Per Week: Class, 1; Lab, 2.

LEARNING OUTCOMES:

Upon completion of this course, the student will:

A. Describe how the Internet was developed and how it works.
B. Compare available Internet connection methods appropriate to user needs.
C. Identify Internet threat and appropriate security measures to be applied.
D. Illustrate how to use Web browser features.
E. Develop Internet search strategies to find information efficiently and effectively.
F. Compare methods of downloading and storing information
G. Explore multimedia applications and how they impact Web pages.
H. Demonstrate how to use e-mail and manage messages and folders.
I. Differentiate between the various asynchronous Internet communication methods.
J. Compare the functions of a variety of synchronous Internet communication methods.

OUTLINE OF INSTRUCTION:

I. Understanding the Internet
   A. What is the Internet
   B. A Brief History of the Internet
   C. Living on the Net
   D. Internet Protocol
   E. Development of Internet Applications
   F. World Wide Web (WWW)

II. Accessing the Internet
   A. Living on the Net
   B. Internet Infrastructure
   C. Internet Service Providers
   D. The Internet Backbone
E. Connecting to the Internet
F. Wireless Internet Connections
G. Internet Services

III. Ensuring Internet Security
   A. Antivirus Programs
   B. Firewalls
   C. Password Protection
   D. Internet Explorer Security Settings
   E. Encryption and Authentication
   F. Privacy Countermeasures

IV. Using a Web Browser
   A. Browser Basics
   B. Internet Explorer Elements
   C. Instant Search Box
   D. Browser Window and Scroll Bars
   E. Saving Web Pages

V. Accessing Information Resources
   A. Information Resources on the Web
   B. Search Engine Information Gathering and Storage
   C. Search Results
   D. Specialized Search Engines
   E. Subject Directories
   F. Evaluating and Using Internet Resources

VI. Downloading and Storing Information
   A. File Transfer Protocol (FTP)
   B. Command-Line FTP Client Program
   C. Web Browser FTP Use
   D. Dedicated FTP Client Programs
   E. Online Storage

VII. Experiencing Multimedia
    A. Browsers and Multimedia
    B. Images
    C. Audio
    D. Compressed Audio Formats
    E. Animated Content
    F. Windows Media Player

VIII. Using E-mail
    A. E-mail (Electronic Mail)
    B. Windows Mail
    C. E-mail Account
D. Sending and Receiving E-mail
E. Webmail

IX. Asynchronous Communications
   A. Electronic Mailing Lists
   B. Newsgroups
   C. Wikis

X. Synchronous Communications
   A. Internet Chat
   B. Instant Messaging
   C. Vista Remote Assistance
   D. Voice over Internet Protocol (VoIP)

REQUIRED TEXTBOOK:


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 (919) 536-7207 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1209.