I. Course Title: Telecommunications in the Office

Course Number  OMSY 4500
Credits  Three (3)

II. COURSE DESCRIPTION

Theoretical and practical basis of telecommunications and their application in business. Development of the necessary basic skills for using tools of e-mail, Internet, electronic calendars, and videoconferencing, among others. Study of the ethical and safety principles when using these tools. Creation of an Internet web page. Requires 45 hours of instruction.

Prerequisite: OMSY 2000.
3 credits

This course will be offered as a Distance Learning Course.

III. OBJECTIVES

1. Identify the evolution of telecommunications and the office equipment concerning this technology.

2. Identify the basic components and uses of telecommunications

3. Identify the technology concerning telecommunications used in offices such as:
   • Telephones
     o Cell phones
     o With screen
     o Message boxes
     o Telephone Systems
     o Others
   • Facsimile/Copiers
   • Computers/Internet
   • Videoconferences
   • Others

4. Correctly use the basic email tools, such as: receiving messages, creating and sending messages, including attachments, preparing an address book and others.
5. Correctly using the basic tools of the Office Assistant, such as: calendar, folders and agendas.

6. Demonstrate mastery of the terminology and applications concerning the Internet.

7. Describe the basic tools of videoconferencing, such as: hardware, software, programs and coordination in the presentation of a conference.

8. Identify and apply the laws concerning the management of electronic information.

9. Demonstrate their ability to search, manage and integrate information through the use of telecommunications.

10. Participate in workshops designed for these purposes.
    a. Information Access Center
    b. Internet
    c. Electronic Calendars
    d. Others:
       a. identify the use of technology to train office employees (E-training).

11. Investigate products and services concerning telecommunications.

    Identify and evaluate hardware used in telecommunications.
    Use the Internet to identify online professional services.
    Use the Internet to plan activities appropriate for the office.

12. Demonstrate a proactive attitude toward technology and its impact in the office environment.

IV. COURSE CONTENTS

A. Course Introduction

B. History and evolution of telecommunications.

C. Telecommunications equipment available in the office
   o Telephone
   o Cell phones
   o With Screen
Message boxes
• Telephone Systems
• Others
  • Facsimile/copiers
  • Computers/Internet
  • Videoconferencing
  • Others

D. Electronic Mail (Microsoft Outlook Express)
• Importance of this tool
• How to obtain a connection and an electronic address. Sending and receiving messages.
• Replying to messages and forwarding messages.
• Attachments
• Managing the Address Book
• Managing the directory (Inbox, outbox, sent items, delete items)
• Customizing the preferences and alternatives
• Others

E. Office Assistant (Microsoft Outlook)
• Calendar
• Contacts
• Tasks
• Journal
• Others

F. Ethics in the management of electronic communication
• Definition of Concepts
• Ethical aspects when using telecommunications equipment.

G. The Internet
• History of the Internet
• Importance of the Internet in the office
• Language of the Internet
• Search engines (generally combined) to expedite administrative procedures
• Practice in the use of the Internet

Products
• Quotes
• Adquisitions
• Claims

Services
• Planning and making travel arrangements
• Registration of professional activities
• People Search
• E-training

Investigation
• Periodicals and professional magazines
• Research paper
• Access to specialized topics in different libraries.
• bookmarks
• Add Bookmark
• File Bookmark
• Edit Bookmark
• New Folders
• Editing or moving hyperlinks
• removing hyperlinks

Preparing a Web Page
• Taller para la preparación de un portal en el Web
• General concepts in design
• Portal development

H. Videoconference
• Importance of videoconferencing in business
• Equipment and programs available
• Handling equipment and programs
• Personality aspects
• Contents aspects

I. Safety issues and Ethics in Telecommunications
• Ethics and professional ethics
• Aspects and terminology concerning safety
• Study of Internet ports concerning related topics.
• Study cases concerning ethics and safety.

V. ACTIVITIES

Teamwork
Case Analysis
Article Analysis
Research using the Internet
Workshops on: Internet, Outlook, PowerPoint, FrontPage
Demonstrations: videoconferences, Information and Telecommunications Center—“Centro de Informática y Telecomunicaciones” (CIT), others
Presentations: videoconferences
Exercises for the development of written communication skills in English.
VI. EVALUATION

A. Two theory tests (15% each) 30%
B. Four projects 40%
   (Criteria sheet for each unit)
C. Article analysis 15%
D. Special assignments 10%
E. Active participation in class 5%

A. **Tests.** Two theory tests will be offered. Each one will be 15% of the final grade of the course.

B. **Projects.** It is required that each student prepare four projects corresponding to the workshops offered or the topics covered, such as: The internet, Office Assistant (outlook) FrontPage (designing an Internet Portal), Interactive Videoconferencing, Seguridad and Ethics.

   It is recommended that each project has a valor of 10% of the final grade of the course. A criteria sheet will be used to evaluate these projects.

C. **Articles.** Each student will select three articles concerning the topics of the course. These must have been published at least two years before the date in which the course is offered. Students will read them and present a summary of no more than two paragraphs each one, then, a critical analysis. The document will be written in double space, Font size is 12 and no more than five pages. It is recommended that this criteria is 15% of the final grade of the course.

D. **Special Assignments.** Special assignments concerning topics discussed in the course are required. It is recommended that this criteria is 10% of the final grade of the course.

E. **Participation.** It is expected that each student regularly access the course. An active participation on the student's part is important for the development of the course. Active participation may be through the Discussions Forum, Chats, and others. It is recommended that this criteria is 5% of the final grade of the course.

VII. SPECIAL NOTES

A. **Special Accommodations**

   Students who require special accommodations must request these services at the beginning of the course as soon as they notice that they need help. Students can access this service with Professor Jose Rodriguez, Coordinator of Students with Special Needs at the Guidance and Counseling Office on the first floor at Metro's Student Center.
B. Plagiarism

Plagiarism, dishonesty, fraud and any other type of manipulation or inappropriate behavior related with academic performance are unacceptable in our institution. Disciplinary actions will be taken on students found guilty of such practice as established in Chapter V, Article 1, Section B.2 of the Student’s Rules and Regulations handbook.


Inter American University has very strict regulations regarding plagiarism (using the ideas or words of others without giving proper credit), so it is important that you specifically read Chapter 5, Article 1, Section B.2c of the Student’ Rules and Regulations Handbook. This section clearly explains what plagiarism is. In addition, it explains the types of sanctions students are exposed to when they commit it.

C. Use of Electronic Devices
Cellular (mobile) telephones and any other electronic device that could interrupt the teaching-learning process or disrupt a milieu favorable for academic excellence will be deactivated. Critical situations will be dealt with in an appropriate manner. The use of electronic devices that permit the accessing, storing or sending of data during tests or examinations is prohibited.

VIII. EDUCATIONAL RESOURCES


IX. BIBLIOGRAPHY


Other online bibliographic resources identified by the professor will be offered to the students, in addition to enriching this bibliography with individual investigations.

Telecommunications act of 1996
http://transition.fcc.gov/telecom.html

En http://books.google.com leer:
Telecommunications around the world and in the office

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