



COURSE OUTLINE

Please save a copy onto your computer before filling in the form

Course Name: E-Communications Management

Department Head/Coordinator: Helen Roberts

Effective Date: January 2015

| | | | |
|--|-----------|--|-----------|
| School or Centre: | | Department: | |
| School of Hospitality and Business | | Office, Legal and Medical Administration | |
| Course History: | | Year of Study: | |
| Replacement Course | | 1st Year Post-secondary | |
| Name of Replacing Course (if applicable): | MEDC 1133 | Course Number: | MEDC 1140 |
| | | Number of Credits: | 2.0 |

Course Pre-requisites (if applicable):

Admission to the Program

Course Co-requisites (if applicable):

N/A

PLAR (Prior Learning Assessment & Recognition) No Yes (details below):

Course Description:

This course introduces students to various computer applications, such as email, word processing, spreadsheets, and presentation software.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Lectures, lab, and demonstrations.

Course Learning Outcomes:

Upon successful completion of this course, students will be able to:

1. Draft, send and receive business emails.
2. Create and edit office documents using word processing software.
3. Create and edit spreadsheets to manage office activities.
4. Use presentation software to create presentations.

Program Learning Outcomes:

Upon successful completion of this program, students will be able to:

1. Communicate professionally with clients and members of the medical and health professional team.
2. Work safely in a healthcare environment.
3. Practice in a professional and ethical manner.
4. Use problem-solving, critical thinking, decision-making and information literacy skills in practice.
5. Practice effective quality management in healthcare environments.
6. Manage patient records and perform medical billing procedures.
7. Assist physicians by performing clinical procedures within MOA scope of practice.
8. Collaborate with the medical team to implement and apply “Chronic Disease Management” protocols.
9. Use medical and business computer applications related to word processing, data management, and electronic communication.
10. Accurately transcribe medical correspondence and reports utilizing keyboarding skills at a speed level required by current employment standards.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

| Grading System | Specify if 'Other': | Specify Passing Grade: |
|----------------|---------------------|------------------------|
| Letter Grades | | C+ |

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

| Type | Percentage | Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%): |
|---------------|--------------|--|
| Quizzes/Tests | 30 | Three quizzes at 10% each |
| Assignments | 50 | Five assignments at 10% each |
| Assignments | 10 | Cover letter and resume |
| Assignments | 10 | Shortcut keys |
| | | |
| | | |
| | Total | 100 |

Learning Environment/Type *(Select all that are used within the course)*

| Instruction Type | Hours Per Instruction Type | Comments |
|------------------------------|----------------------------|----------|
| CT - Computer Based Training | 40 | |
| L - Classroom | 10 | |
| | | |
| | | |
| | | |
| Enter Total Hours | 50 | |

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

1. Email system
2. Word processing
3. Spreadsheets
4. Presentation software

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about/governance--policies/policies/>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

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| Date Approved by Education Council: | | Date Approved by VCC Board (if applicable): | |
|--|--|--|--|