Dear Student,

Welcome to End User Computing course. This course is aimed at providing you with the theoretical understanding of computer concepts as well as hands on skills with using the computer.

Some of the biggest frustrations that students experience include problems and queries not being resolved even after contacting the Institution; it is important to contact Institute of Bankers (IoB) and present your problems or queries to the right people involved with this course; In this tutorial, we would like to restrict your irritations to a minimum and assist you to spend more time effectively on your studies. Therefore, it is of utmost importance that you spare time and read this tutorial letter thoroughly in order not to experience frustrations.

**Course Name:** END USER COMPUTING

**Course Code:** EUC 100

**Course Duration:** One Semester

**Course Content:**

END-USER COMPUTING is a computer literacy course offered in two semesters. It comprises of theoretical concepts and practical concepts. The theory part comprises of learning various computing concepts whilst the practical part comprises of hands on experience with the basics of an operating system namely Windows 8, Microsoft Office 2010, and Internet and E-mail.

**Learning Outcomes:**
Upon successful completion of this course students should be able to:

- explain why computer literacy is vital to success in Today's world
• *describe the four components of a computer: input devices, output devices, system unit, and storage devices*

• *distinguish between system software and application software*

• *discuss the uses of the Internet and World Wide Web*

• *plan a document, set up the word window and create a new document*

• *create and edit a table*

• *create footnotes and end notes*

• *create headers and footers*

• *understand the use of spreadsheet and excel*

• *create and save a workbook file*

• *build formulas containing relative and absolute referencing*

• *create charts and legends*

**Prerequisites:**

None

**Assessment:** To qualify for the examination, you must obtain a CA mark of 40%, which means an average of 40% from your two assignments. All papers are set on your study material and course work. The examination consists of 1 paper of 3 hours.

**HOW TO START YOUR STUDIES**

After having read this first tutorial letter, you should read the study guide to get an overall impression of the nature and scope of the course(s) you are registered for. Once you have done this you must compile a study programme for the semester. Determine the dates for the submission of assignments, decide how much time you can allow for each course and how you are going to divide your time between working on assignments, reading of recommended books, and studying the study guide. If you do not do this, you might not be able to get through your work or be less successful than if you had planned your work. Study the contents of the tutorial letter and the study guide...
before you consult the prescribed and recommended text book(s). If it becomes necessary to explain or to amend some study material, it will be done through tutorial letters. Please note that tutorial letters form part of your study material.

The Information Manual for Distance Education Students contains the assignment schedule with due dates. The due dates for the submission of assignments are regarded as very important by IoB (Institute of Bankers); therefore, you are requested to record and adhere to these dates. Adherence to these requirements is of utmost importance for admission to the examination at the end of this semester. You should thus familiarise yourself with the rules of submission of assignments.

**PRESCRIBED INSTRUCTIONAL MATERIAL FOR YOUR COURSE**

Prescribed materials of this course are found in the course outline. Please make sure you read your course outline and read those prescribed materials.

**Administrative matters**

You must make a distinction between administrative matters and academic matters.

Tutors must only be phoned in connection with academic matters relating to the study of your course. Any administrative matter must be discussed with IoB staff members.

Enquiries about assignments (whether they were received by IoB, what mark was awarded, when they were returned to you, etc) should be addressed to your Student Support Officers. IoB staff members can be contacted at telephone numbers or e-mail addresses provided in the Information Manual for Distance Education Students.

Students in the regions may also consult their Regional Administrative and Student Support Officer.

*Always have your student number at hand when you call the IoB.*

**COMMUNICATION WITH YOUR MARKER-TUTOR**

Your marker-tutor for End-User Computing
The IoB has appointed the following tutor marker for End-User Computing

- Mr. Nkongho Martin   Telephone: 0813923405
- e-mail: nkonghomartin@gmail.com

This tutor marker will be at your service should you experience any problems with your studies or with the assignments.

ASSIGNMENTS

Experience has shown that there is a positive correlation between regular submission of assignments and success in examinations. Assignments establish tutor-student interaction. You will realise that this is essential in distance education tuition. The tutors spare no effort in maintaining this contact by means of individual comments on each of your assignments. Thus, the necessity and value of submitting regular work can hardly be overemphasised. The assignments, which must be submitted for comments enable you to:

- work systematically through representative parts of the syllabus;
- obtain the necessary experience in answering questions;
- receive guidance in drawing up answers as regards form and content;
- get to know the standard we expect of you; and
- Establish whether you are working along the right lines.

Your assignments are, after all, the only concrete standard by which the quality of your work can be assessed prior to the examinations.

You will receive feedback tutorial letters with your returned assignments. These letters will focus on the most common problems that students have experienced with the assignments. You are kindly advised to take these feedback letters seriously as they will assist you in your preparation for the examination.

HOW TO APPROACH YOUR ASSIGNMENT

The following steps are recommended before answering your assignment:
1. Study all the prescribed study material before you attempt to answer any question.
2. It is very important to generate your own information. If you are unable to find complete relevant information in your study guide, you are expected to read through additional reading sources. You may also do research on the topic on the internet and/or libraries. Through this practice, you are broadening your knowledge and understanding!
3. Read each question carefully and analytically. Focus on what is required from you to answer. Make sure you do understand the question. It often happens that more than one facet is required in an answer. Please make sure that you include all the facets.
4. If a question deals with a particular subject matter, but it is subdivided, first consider the whole question before answering any part of the question. This will avoid overlapping of facts.
5. Answer the question(s) asked. Do not deal with the question generally if you are asked to specifically apply it to a specific phenomenon.
6. Pay attention to key words in questions i.e. “Discuss”, “Name”, “Analyse, “Apply”, etc. and comply with the specific instruction. The marks allocated to a question also give an indication of what is required.
7. You should look at all relevant angles of the question, state all the relevant facts, discuss the interpretations and then reach your conclusion. If you are requested to “motivate” your answer, you must give detailed explanation or support for your answer. If you are requested to “define”, you should provide the particular definition.
8. **Clearly reveal additional sources used, because failure to do this amounts to plagiarism.**
9. The purpose of the assignment is to compel and motivate you to make a thorough use of study material as well as prescribed work to test your comprehension of the subject. Therefore, assignments are means of testing your ability to apply the relevant principles.

**TECHNICAL CARE OF ASSIGNMENTS**
Make sure that your cover page of the assignment has the following information before submission:

- Full Name
- Address (Postal)
- Student number
- Course Name (e.g. Introduction for Mathematics)
- Course Code (e.g. ITM111S)
- Correct number of the assignment

- Your assignment should be neat and please take note of language use and grammar.
- Please answer the questions set. If you do not understand the questions, contact your tutor for clarification.

Students may submit their assignments on a memory stick or CD/ DVD.

**ASSIGNMENT DUE DATES**

You have received an assignment schedule and it is expected that you acquaint yourself and keep to those due dates. Please consult IoB if you are unsure about assignment due dates.

**CONCLUSION**

Now that you have studied the conditions and requirements to comply with, you can start with the subject content. Please go through the contents carefully till you have mastered it. It is very important to practice often when it comes to the practical part of this course. Remember "Practice makes perfect". If you have any queries, please contact me at Tel: 0813923405 You can also e-mail me at nkonghomartin@gmail.com.

**INSTRUCTIONS/REQUIREMENTS FOR ASSIGNMENTS**
All assignments are to be submitted on a Memory Stick or Compact Disc. Please note that assignments should NOT be addressed directly to individual marker tutors but to IoB. Please ensure that the media on which the assignment is send is functional prior to forwarding it to IoB.
ASSIGNMENT 2

SECTION A: USING THE COMPUTER & MANAGING FILES [30 MARKS]

1. What is the correct procedure for shutting down the PC?
   A. Click the Control Panel, System.
   B. Click Start, Shutdown.
   C. Click start, Control Panel.

2. Which one is a music file?
   A. .mp3
   B. .jpeg
   C. .docx

3. Which of the following is an application?
   A. Folder.
   C. Recycle bin.

4. Which one of the following is an advantage of a virus scanning application?
   A. It detects and removes viruses.
   B. It will help to spread viruses.
   C. It makes the computer run faster.

5. Which one of the following devices can be used by the operating system to store files and folders?
   A. Hard disk.
   B. Plotter.
   C. Monitor.

6. Which one of the following is the correct name for the screen image shown below?

   ![Screen Image]

   A. Title bar.
   B. Status bar.
   C. Ribbon.

7. What happens to files when they are zipped?
   A. Files are scanned for viruses.
   B. Files are deleted.
C. Files are compressed

8. How do you resize an active window?
   A. Double click.
   B. Click and drag from the middle of the window.
   C. Click and drag from the corners of the window.

9. Which one of the following would you type into a search box to find all files starting with the letter S?
   A. S*
   B. $S$
   C. S#

10. Where should you click to view the Operating Systems name?
    A. System.
    B. Devices and Printers.
    C. Windows Update.

11. ............. ensures that when a printer is changed from the current installed printer to another installed printer the changes remains in effect after the computer is shut down.
    A. Rename.
    B. Sharing.
    C. Set as default.

12. Why is it important to format a disk?
    A. To check the disk for errors.
    B. To prepare disk to store files.
    C. To check the disk for viruses.

13. Why is it important to back up files?
    A. To organize your files.
    B. To avoid the loss of data.
    C. To make room on your hard drive

14. Where would you change the screen saver on your computer?
    A. Personalization.
    B. Display.
    C. Program and features.

15. What happens when a file is restored from the recycle bin?
    A. The file is copied to its original location.
    B. The file is moved to its original location.
    C. The file is backed to the C drive.

16. Where should you click to add a new keyboard language?
    A. Taskbar and Start menu.
    B. Region and language.
    C. User accounts.
17. Which of the following shows files sizes from smallest to largest?
   A. Megabyte, Gigabyte, Kilobyte, byte.
   B. Gigabyte, Megabyte, Kilobyte, byte.
   C. Byte, Kilobyte, Megabyte, Gigabyte.

18. Why is it important for a file to have the correct file extension?
   A. To stop deletion of the file.
   B. To relate the file to the correct application.
   C. To relate the file to the correct folder.

19. Which one of the buttons below should you click on to minimise a window?
   A. 
   B. 
   C. 
   D. 

20. Which one of the following is the correct name for the screen image shown below
   A. Scroll bar.
   B. Title bar.
   C. Status bar.

21. Which attribute would you apply to a file to prevent another user from making changes to a file?
   A. Restore.
   B. Read-only.
   C. Hide.

22. Which one of the following icons represents a network drive?
   A. 
   B. 
   C. 

23. Which keybody combination would give access to the Task Manager?
   A. Ctrl + Alt + Delete.
   B. Ctrl + Alt + Shift.
   C. Shift + Delete + Alt.

24. Which one of the following file types is a common word processing format?
   A. .docx
   B. .rtf
   C. .exe

25. Which one of the following statements about computer viruses is true?
   A. Files can be damaged by computer viruses.
   B. It is not possible to identify computer viruses.
   C. Computer viruses can never be removed.
26. Which one of the following is an appropriate routine to shut down a non-responding application?
   A. Close all open documents and press the power button until the computer automatically switches off.
   B. Press Ctrl +Alt + Delete, select the application in the Task Manager window and click End Task.
   C. Pull out the power cable from the back of the computer.

27. Where in the right click menu where should you click to rename a file or folder?
   A. Open.
   B. Properties.
   C. Rename.

28. What is the benefit of using file compression?
   A. It will prevent a file from being deleted.
   B. It will protect a file from being infected by virus.
   C. It will reduce the file sizes on the hard drive.

29. How do you sort the contents of a folder by date?
   A. Click on type.
   B. Click on size.
   C. Click on date modified.

30. Where on the start menu would you click to get assistance on how to save a file?
   A. Help and Support.
   B. Control panel.
   C. Computer.
SECTION B: WEB BROWSING AND COMMUNICATION [20 MARKS]

1. What is a web browser[2]
2. Give three example of a web browsers.[3]
3. What is a search engine? [1]
4. Give three examples of search engines.[3]
5. State the use of email. [1]
6. Give one example of an email address. [1]
7. A word processing file can be attached to an e-mail message. True/false[1]
8. Explain the difference between the Internet and the World Wide Web [4]
9. State two advantages and two disadvantages of e-mail. [4]

SECTION C: POWERPOINT [25 MARKS]

a) Open PowerPoint [1]
b) Select the Blank option [1]
c) Click OK [1]
d) Select the title slide layout. On the first slide, type Business Plan 2009. In the subtitle area, type your first name and surname [1]
e) Save the file in your folder with the name Business Plan [1]
f) Insert a new slide. Select the bulleted list layout. Type Mission Statement in the title. In the subtitle, type:
A mission statement is a clear statement of your company’s long-term mission. Try to use words that will help direct the growth of your company, but be as concise as possible. [2]
g) Insert a new slide. Type The Team in the title area. In the subtitle, type the three points: [3]
List CEO and key management by name
Include previous accomplishments to show these are people with a record of success
Summarize number of years of experience in this field

Also on the same slide, add any type of bullets to all three points
h) Insert a new slide. Select the bulleted list layout. In the title area, type: [3] Market Summary
In the title area, type:
Market: past, present, & future:
–Review those changes in market share, leadership, players, market shifts, costs, pricing, or competition that provide the opportunity for your company’s success.

i) Change the colour of the slides by using the two-colour option. Apply the colour to all slides. [1]

j) Insert a graphic on the title slide [1]

k) Open the slide sorter. For each of the three slides, select cover down as the slide transition. For the preset animation, select Fly From Top-Left [2]

l) Insert a Header and Footer [2]

m) Include one more slide. [1]

n) Slide 4. Type Goals and Objectives as the title. In the subtitle, type:
   Five-year goals [5]
   –State specific measurable objectives
   –State market share objectives
   –State revenue/profitability objectives
   Save file

**SECTION D: ACCESS [25 MARKS]**

1. Create a database and name it Employees and create the following table using the following datatypes and field properties and save it as new_emp: [10]

<table>
<thead>
<tr>
<th>Field</th>
<th>Datatype</th>
<th>Field Property</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td>Text</td>
<td>Size = 25</td>
</tr>
<tr>
<td>Initials</td>
<td>Text</td>
<td>Size = 5</td>
</tr>
<tr>
<td>Title</td>
<td>Text</td>
<td>Size = 4</td>
</tr>
<tr>
<td>Position</td>
<td>Text</td>
<td>Size = 25</td>
</tr>
<tr>
<td>Department</td>
<td>Text</td>
<td>Size = 30</td>
</tr>
<tr>
<td>Salary</td>
<td>Currency</td>
<td>Decimal Places = 2</td>
</tr>
<tr>
<td>Hire Date</td>
<td>Date/Time</td>
<td>Medium date</td>
</tr>
</tbody>
</table>

1. Insert the following records into the table new_emp: [7]
<table>
<thead>
<tr>
<th>Surname</th>
<th>Initials</th>
<th>Title</th>
<th>Position</th>
<th>Department</th>
<th>Salary</th>
<th>Hire Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jacobs</td>
<td>R.</td>
<td>Mr.</td>
<td>Accountant</td>
<td>Accounting</td>
<td>20000.00</td>
<td>12 Dec 2002</td>
</tr>
<tr>
<td>Smith</td>
<td>S.</td>
<td>Mrs.</td>
<td>Director</td>
<td>IT</td>
<td>35000.00</td>
<td>03 Feb 2003</td>
</tr>
<tr>
<td>John</td>
<td>T.</td>
<td>Mrs.</td>
<td>Secretary</td>
<td>Accounting</td>
<td>12500.00</td>
<td>06 Jun 2002</td>
</tr>
<tr>
<td>James</td>
<td>T.</td>
<td>Dr.</td>
<td>Director</td>
<td>Engineering</td>
<td>45000.00</td>
<td>20 Aug 2003</td>
</tr>
<tr>
<td>Smith</td>
<td>V.</td>
<td>Ms.</td>
<td>HR Officer</td>
<td>HR</td>
<td>14000.00</td>
<td>01 Jan 2003</td>
</tr>
</tbody>
</table>

2. Create the following queries based on the following tables and save the queries using the question number for that query (e.g. for question 4i. Query name is query1):
   i. Using the new_emp table display all details of staff members who were appointed after 01 January 2003 [2]
   ii. Using the new_emp table display the Surname and Title of staff who are in the Accounting Department and were hired before 01 July 2002 [2]
   iii. Using the new_emp table display the Surname, Title and Department of staff who are Directors but do not have a title of Dr [2]
   iv. Using the new_emp table display the Surname and Title of staff who are in the IT or Engineering Department [2]

END OF ASSIGNMENT

END OF TUTORIAL LETTER