

**Malaspina University-College**  
**Hospitality Management Program**

**Orientation Package (2006-2007)**

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## Welcome to the Hospitality Management Program

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### Graduate testimonials

*"This program will help you to build a solid base from which to build a successful career in the hospitality industry. The knowledge acquired in the classroom and on-campus labs has helped to compliment the work experience obtained during the co-op placements during the summer months. The faculty is industry professionals who will network with students and assist them to acquire a position in the hospitality industry. The friends and experiences I made during this program will last a lifetime.*

*My decision to return to school has advanced my career in ways I would have not otherwise been afforded. Students who are serious about making hospitality their career will be more than satisfied with the results of their hard work in the Hospitality Management Program offered through Malaspina University/College"*

Jason Shephard - Grad 2004

*"The combination of practical & technical learning at Malaspina, coupled with co-op work placements helped me gain the skills and confidence to move into management in the Hospitality Industry and Higher Education (BComm). I recommend it to anyone who sees Hospitality as their career path."*

John Dutton, Manager. – Hospitality Management Grad  
Marina Restaurant, Oak Bay Marine Group, Victoria, BC

*"The program's contemporary, real world, applied approach rewarded me with a substantial competitive advantage in the marketplace and provided me with keys to doors I did not even know existed. I personally recommend this program for any aspiring hospitality industry professional."*

Adam Knipfel, Sales Coordinator  
The Fairmont Chateau Whistler - Graduating Class of 2000

## British Columbia Tourism Top Ten Facts

1. British Columbia's tourism revenues exceeded \$9.5 billion in 2004.
2. British Columbia hosted nearly 22.5 million overnight visitors in 2004.
3. The United States was British Columbia's number one source of international visitors in 2004, with nearly five million overnight visitors generating almost \$2.4 billion in revenue.
4. Tourism directly employs more than 117,500 British Columbians and accounts for approximately one in every 14 jobs in the province.
5. In 2004, tourism was the third largest earner of export income in the provincial economy, after wood/paper and energy products.
6. Tourism accounted for just under \$5.7 billion of British Columbia's total GDP in 2003.
7. In 2003, there were nearly 18,000 tourism-related business establishments operating in British Columbia, up 3.6 per cent from 2000.
8. Accommodation room revenue in 2004 was \$1.6 billion, an increase of 7.1 per cent over 2003.
9. As well as generating revenue for British Columbian businesses and creating employment, the tourism industry contributed approximately \$990 million in revenue to the provincial treasury in 2002.
10. British Columbia is emerging as a global destination for nature-based tourism, which injected more than \$900 million into our economy in 2001.

## Schedule of Key Dates 2006 – 2007

SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
			1 2
	1 2 3 4 5 6 7		
3 4 5 6 7 8 9	8 9 10 11 12 13 14	5 6 7 8 9 10 11	3 4 5 6 7 8 9
10 11 12 13 14 15 16	15 16 17 18 19 20 21	12 13 14 15 16 17 18	10 11 12 13 14 15 16
17 18 19 20 21 22 23	22 23 24 25 26 27 28	19 20 21 22 23 24 25	17 18 19 20 21 22 23
24 25 26 27 28 29 30	29 30 31	26 27 28 29 30	24 25 26 27 28 29 30
			31

### University and Career/Technical Programs 2006

**5 September** (*Tuesday*): First day of classes for Fall semester.

**7 September** (*Thursday*): Welcome reception for 1<sup>st</sup> year Hospitality students at (RAR) 4:00 p.m. to 6:00 p.m.

**12 September** (*Tuesday*): Last day of active wait-list. After this date, courses may be dropped, over the web or in person, and may be added in person using the Request For Late Course Registration Form.

**18 September** (*Monday*): Last day to add / drop a course before Fall tuition is calculated.

**19 September** (*Tuesday*): Tuition calculated. Students in University and Career/Technical Programs will be billed for all courses enrolled in as of this date.

**22 September** (*Friday*): Last day to apply to graduate with a Bachelor's degree in Fall 2006.

**1 October** (*Sunday*): Last day to pay Fall semester tuition. Any tuition unpaid as of October 3, will be assessed a 10% late fee.

**5 October** (*Thursday*): Mixer Reception for all Hospitality students at (RAR) 4:00 p.m. to 6:00 p.m.

**9 October** (*Monday*): Thanksgiving Day; University-College closed.

**12 October** (*Thursday*): Discovery Room Service starts

**13 October** (*Friday*): Last day to apply for BC Student Assistance (*student loan*) for students attending Fall semester only.

**31 October** (*Tuesday*): Last day for overdue tuition for Fall semester to be paid to avoid withdrawal from Fall and Spring semester courses.

**1 November** (*Wednesday*): Students with fees owing as of this date will be removed from all Fall and Spring courses.

**3 November (Friday):** Last day for academic penalty-free withdrawal from a Fall Semester course or program or to change from credit to audit (*or vice-versa*) in University and Career/Technical Programs.

**13 November (Monday):** Remembrance Day observed; University-College closed.

**15 November (Wednesday):** First day to submit applications for University and Career/Technical Programs beginning September 2007.

**24 November (Friday):** Last day to apply to graduate with a Bachelor's degree in Spring 2007.

**24 November (Friday): Festival of Trees Dinner (2:00 p.m. to ~1:00 a.m.)**

**29 November (Wednesday):** Festival of Trees Lunch (10:00 a.m. to ~ 4:00 p.m.)

**01 December (Friday):** MUC Faculty/Staff Dinner-Dance: (2:00 p.m. to ~1:00 a.m.)

**4 December (Monday):** Last day of classes for University and Career/Technical Programs.

**5 December – 6 December (Tuesday – Wednesday):** Final examination study days for University and Career/Technical Programs.

**7 December (Thursday):** First day of final examinations.

**8 December (Friday):** Graduation ceremony for Hospitality Management students.

**8 December (Friday):** Student Christmas reception at (RAR) 6 p.m. to 8:00 p.m.

**18 December (Monday):** Last day of final examinations.

**27 December (Wednesday):** Final Fall semester grades due by 4 pm.

**25 December – 1 January (Monday – Monday):** Christmas / New Year break.

## 2007

JANUARY							FEBRUARY							MARCH							APRIL						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1	2	3	4	5	6								1	2	3												
7	8	9	10	11	12	13	4	5	6	7	8	9	10	4	5	6	7	8	9	10	8	9	10	11	12	13	14
14	15	16	17	18	19	20	11	12	13	14	15	16	17	11	12	13	14	15	16	17	15	16	17	18	19	20	21
21	22	23	24	25	26	27	18	19	20	21	22	23	24	18	19	20	21	22	23	24	22	23	24	25	26	27	28
28	29	30	31				25	26	27	28				25	26	27	28	29	30	31	29	30					

### University and Career / Technology Programs 2007

**8 January (Monday):** First day of classes for Spring semester.

**15 January (Monday):** Last day of active wait-list. After this date, courses may be dropped over the web or in person, and may be added in person using the Request For Late Course Registration Form.

**18 January (Thursday):** Discovery Room service starts

**19 January (Friday):** Last day to add / drop a course before Spring semester tuition calculated.

**22 January (Monday):** Tuition calculated. Students in University and Career/Technical Programs will be billed for all courses enrolled in as of this date.

**1 February (Thursday):** Last day to pay Spring semester tuition. Tuition unpaid as of February 2 will be assessed a 10% late payment fee.

**16 February (Friday):** Last day to apply for BC Student Assistance (*student loan*) for students with April end date for the current academic year.

**23 February (Friday):** Last day for academic penalty-free withdrawal from full-year courses.

**26 February – 2 March (Monday – Friday):** Study Days for University and Career/Technical Programs.

**28 February (Wednesday):** Application deadline for the following programs: Teacher Education, Nursing-Generic Baccalaureate degree, Child & Youth Care diploma and degree.

**28 February (Wednesday):** Last day for overdue tuition for Spring Semester to be paid to avoid withdrawal from Spring Semester courses.

**1 March (Thursday):** Students with fees owing will be withdrawn from all Spring semester classes.

**2 March (Friday):** Last day for academic penalty-free withdrawal from a Spring Semester course or program or to change from credit to audit (*or vice-versa*) in University and Career/Technical Programs.

**30 March (Friday):** Application deadline for University and Career/Technical Programs beginning September 2007. Applications received after this date will be processed as

time and space allow.

**6 April / 9 April** (*Friday / Monday*): Good Friday / Easter Monday; University-College closed.

**12 April** (*Thursday*): Gastronomic Dinner (2:00 p.m. – 11:30 p.m.)

**13 April** (*Friday*): Gastronomic Dinner (2:00 p.m. – 11:30 p.m.)

**13 April** (*Friday*): Last day of classes for University and Career/Technical Programs.

**16 April – 17 April** (*Monday – Tuesday*): Final examination study days for University and Career/Technical Programs.

**18 April** (*Wednesday*): First day of final examinations.

**27 April** (*Friday*): Last day of final examinations.

**2 May** (*Wednesday*): *First available day for Co-op*

**4 May** (*Friday*): Final Spring semester grades due by 4 pm.

**21 May** (*Monday*): Victoria Day; University-College closed.

**30 September**(*Sunday*): *Last day for Co-op.*

**MALASPINA UNIVERSITY COLLEGE**  
**HOSPITALITY MANAGEMENT 2006 - 2007**  
**Program Chair: Stephen Burr**

**GRADE EVALUATION**

The following is the grading system with corresponding numerical values as used in the Hospitality Management Program.

<b><u>Performance Conversion Range</u></b>		<b><u>Letter Grade Points</u></b>	
Exceptional	90-100	A+	10
	85-89	A	9
Excellent	80-84	A-	8
	76-79	B+	7
Good	72-75	B	6
	68-71	B-	5
	64-67	C+	4
Satisfactory	60-63	C	3
	55-59	C-	2
Unsatisfactory	50-54	D	1
Failure	0-49	F	0

**Grade Point Average (G.P.A.)**

Your performance is measured using a grade point average (the average of the grade points for each course). It is very important that you understand how the grade point system works. The system places a very high premium on achieving high grades and a very low value on low grades. For example, a score of 90% in a course would receive a grade point of 10 compared to a score of 54% in a course would receive a grade point of 1. On a grade point scale 90% is 10 times better than 54% as compared to a percentage scale where 90% is less than twice as valuable as 54%.

**A letter grade of D** in a course in the Hospitality Management Program means that the student's performance is unsatisfactory and is considered to be below acceptable standards for industry. For academic purposes the student is considered to have passed the course. For purposes of the student being successful in their career, the student should be seriously consider repeating the course.

**Probation** – A student who obtains less than a 3.0 G.P.A. in a semester will automatically be placed on probation in the next semester. To have the probation status removed, students must obtain a G.P.A. of 3.0 or better. If the students' G.P.A. is below 3.0 at the end of the probationary semester, they will be prohibited from re-registering in the same program in the next semester.

**Course Failures** -- Each person admitted to this program is assigned a place in every required course and the courses are all filled. You are expected to pass all your courses the first time. If you fail a course, you have the lowest priority for a place in that course next year. You will only be considered after all new students have been accommodated, otherwise; to assign a seat to a repeater is to block a place in the whole program for another potential student.

**Final Exams** – In all Hospitality Management Courses with a final exam, a minimum of 40% on the final exam is required to pass the course.

\*Please note that programmable calculators, notepads, palm pilots, etc. are not permitted to be used during any test or exams.

## **COURSE OUTLINES**

The course outlines indicate the material that is planned to be covered during the semester. However all material may not be covered, likewise, additional materials may be added due to either time factors or other circumstances. Students will be advised in either eventuality.

## **COOPERATIVE EDUCATION**

A G.P.A. of 4.0 (with no course failures) is required to enter the Coop component of the Program. Students enter into a contract with their coop employer that states, among other terms of employment, the start and end dates of the contract. A student who fails to complete their contract is deemed to have withdrawn from the program. Why? Because significant time and resources are invested by the college and employers to build relationships and to provide the coop placement opportunities. Therefore failure to fulfil one's contract is not acceptable. If you find the workplace unsafe contact the college coop office immediately.

## **STUDENT ASSIGNMENTS:**

All reports, assignments, tests and examination papers are College property.

If the student wishes to keep a copy of any reports or assignments, they should make a copy of the assignment and/or report prior to handing them in to their instructor.

It is the intention of our Program to retain exceptional assignments and reports and so that future students will be able to use them as a resource.

All due dates for assignments, tests, and examinations will be confirmed in class.

Late submissions will be discounted at the rate of 20% per day. Papers will not be accepted two days after the due date.

Students should complete all assignments with 1.5 inch margins all round. Please double-space text. If you think the instructor has made a mistake in the way a particular paper was marked, please talk to the instructor about it.

The work a student submits for marking must be entirely his or her own effort. The institution and instructors will deal with plagiarism severely. Pleas of ignorance about plagiarism will not work as an effective excuse. Students should read carefully the statement about this in the Malaspina University College calendar. In brief, plagiarism includes the following:

- a. getting someone to write the paper for you;
- b. copying verbatim sentences from someone else's work (or book) words without proper acknowledgement of the source;
- c. translating someone else's work into your own words without proper acknowledgement of the source;
- d. using someone else's ideas without acknowledgement of the source.

Any work, which the student plagiarizes, in part or in total, will receive a mark of zero. In the case where one student has obviously copied all or part of another student's work, both papers will receive zero.

### **PROFESSIONAL MANAGEMENT PROFILE (PMP):**

The development of the following skills/abilities is necessary if you are to successfully manage people. These assets should be developed and demonstrated in class, labs and meetings.

Since one of the primary roles of a manager is to create a learning environment where employees can develop, it is important that potential managers (students) take every opportunity to develop these skills/abilities by actively participating in their own learning environment.

The demonstration of the following skills/abilities will form your PMP mark

- demonstrate preparedness by having read the required materials, completed the necessary work to lead a discussion.
- demonstrate verbal communication skills with appropriate etiquette (eg consideration of others).
- demonstrate the ability and willingness to take a leadership role.
- demonstrate a pro-active position.
- demonstrate a positive attitude demonstrated through positive behaviour.
- demonstrate time management and self-discipline.
- demonstrate the ability to present ideas logically.
- demonstrate the ability to plan for, set goals, and achieve them.
- demonstrate an interest in participating by adding value to discussions.
- demonstrate an ability to solve problems and make decisions in real time.

- demonstrate a willingness to take risks.
- demonstrate attendance and punctuality (see later section)
- demonstrate positive body language and poise.

For more information on PMP, please see appendix 1.

### **Attendance:**

Students are expected attend class just as one is expected to be at work as scheduled. If one is not able to attend a class one is expected to inform the instructor in advance of that class. If you are absent, you are responsible to determine from classmates if any assignments were issued during your absence.

### **Health Management**

To achieve a strong Professional Management Profile, the management of your health is an essential factor. The three key elements requiring your attention are: eating, sleeping, and exercise. Lack of a good diet, adequate sleep, and some exercise are guaranteed to make you a prime target for every cold, flu, and other predators. It is seen every year, those who do not manage their health, even after arriving here fit and healthy, get sick. Trust your mother on this one, she is right!

### **Performance Reviews:**

Each student, in a meeting with their Personal Coach, will be given a verbal performance review with emphasis on Professional Management Profile and academic performance. Each student will be asked for their assessment of their performance to initiate the discussion. These reviews, which in first year will be held in October and in February, are intended to reinforce positive skills development, deal with any weaknesses in performance on a timely basis and in an appropriate manner.

### **F&B in Classrooms:**

The consumption of food and or beverages in class is at the discretion of the instructor but subject to your F&B debris being properly disposed of by you at the end of each class.

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**Type:** [B. Educational Policies \(Education Council\)](#)

**Group:** Education Council

**Sub-Group:** General

**Executive Responsibility:** Vice-President  
Administration & Bursar

**Administrative Responsibility:** Dean of  
Student Service

**Received by Board:** 6/27/2002

**Amended by Board:**

**Approved by Education Council:** 6/10/2002

**Amended by Education Council:**

**Procedure:** [99.01.001](#)

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## **STATEMENT:**

Integrity in academic work is a central element of learning and is the basis of intellectual pursuits in an academic community. The purpose of this policy is to outline:

- standards of academic integrity,
- responsibilities of students, and
- violations of academic integrity.

## **STANDARDS OF ACADEMIC INTEGRITY**

Students are expected to meet the standards of academic integrity as indicated in this policy. Standards of academic integrity include, but are not limited to:

- independently producing work submitted under one's own name;
- properly and appropriately referencing all work;
- identifying all collaborators in work;
- completing examinations without giving or receiving assistance, excepting those students requiring assistance due to a documented disability;
- respecting the integrity of examination materials and/or the examination process; and
- respecting the integrity of computer security systems, software copyrights and file privacy of others.

## **ACADEMIC MISCONDUCT**

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Code of Conduct Procedures.

Academic misconduct includes, but is not limited to, the following acts:

### **1. Cheating**

Cheating is an act of deception by which students misrepresent that they or others have mastered information for an academic exercise.

### **2. Fabrication**

Fabrication is the intentional use of false information or the falsification of research or other findings with the intent to deceive.

### **3. Plagiarism**

Plagiarism is the intentional unacknowledged use of someone else's words, ideas, or data. When a student submits work for credit that includes the words, ideas or data of others, the source of that information must be acknowledged through complete, accurate, and specific references, in a style appropriate to the area of study, and, if verbatim statements are included, through quotation marks or block format as well. By placing their names on work submitted for credit, students certify the originality of all work not otherwise identified by appropriate acknowledgments.

### **4. Facilitation of Academic Misconduct**

Helping or attempting to help another to commit act(s) of academic misconduct as outlined above.

### **5. Non-attendance**

Non-attendance, where attendance is deemed to be mandatory, is not acceptable. Absences due to personal illness, family illness, death of an immediate family member, religious ceremonies, or sports events in which the student represents Malaspina University-College are allowed and must be approved by the appropriate instructor or coordinator. Non-attendance must be for valid reasons and not falsified. Some departments have specific attendance requirements, and details may be obtained from the instructor, department chair, or program coordinator.

## **DISCIPLINARY ACTION**

Every reasonable effort should be made to deal with student conduct concerns at the instructional and departmental level. Formal discipline is designed for serious intentional academic misconduct.

Acts of academic misconduct may make a student subject to a range of disciplinary action – including failure for a course assignment or a course, or possible suspension by the President.

No student shall be allowed to withdraw from a course, or the University-College, to avoid receiving a failing grade based upon academic misconduct. A withdrawal under such circumstances shall result in an 'F' grade being recorded on the student's transcript for the course(s) in question.

Please refer to the Student Academic Code of Conduct Procedures for handling breaches of this policy.

## Time Management

By Counseling at Malaspina University College

### Suggestions for Scheduling Your Time

#### STUDY TIME GUIDELINES

1. **STUDY TIME:** Two (20 hours of outside class work (reading, assignments, review, etc) for each hour of class excluding labs.
2. **REVIEW TIME:** About  $\frac{1}{4}$  to  $\frac{1}{3}$  of all outside class work should be devoted to current and cumulative review. (about 35 hours per semester per course)
3. **NEW MATERIAL REVIEW:**
  - a. within 24 hours (1<sup>st</sup> review)
  - b. within 1 week (2<sup>nd</sup> review)
  - c. within 1 month (3<sup>rd</sup> review)
4. **CUMULATIVE REVIEW:** 3 times before midterms, 3 times between midterms and finals
5. **READING PRE-VIEW:** Before Taking new material in class, read the chapter and the questions
6. **THE 80/20 RULE:** Remember that 80% of the payoff when you do something usually results from the first 20% that you do.
7. **SCHOOL IS A FULL-TIME JOB PLUS;** for full time students the total number of in/out of class hours per week is approximately 45-60 hours. Assuming one day off, the number of hours per day is then  $45-60/6$  equaling 8 to 10 hours per day!

#### STUDY TIME STRATEGIES

1. **MINIMIZE DISTRACTIONS:** Plan regular times and places for study away from the lure of TV, friends, telephone, etc. Use the library or an empty classroom.
2. **PICK HIGH ENERGY TIMES:** for study. These vary for each individual. Are you a 'morning glory' or an 'owl'?
3. **STUDY DISSIMILAR SUBJECTS:** in sequence (e.g. English, then Chemistry, then Biology) a change is as good as a rest.
4. **REDUCE RESPONSIBILITIES:** or 'should'. Clarify your priorities and re-evaluated your NON-school roles and responsibilities. Say 'no' when you need to. Feel balanced, not overwhelmed.
5. **DAY OF REST:** It is physically and mentally healthy to not study, one day a week. Saturday is considered best.
6. **KNOW YOUR STRESS SIGNS:** and learn to detect and handle stress early. Dis-stress is probably the biggest cause of poor time management.
7. **STRUCTURE MOST OF YOUR TIME:** The more unplanned 'free' time you have the easier it is to waste. A paradox: the more a person has to do the easier it is to make a schedule and stick to it.
8. **REWARD YOURSELF:** Create a reasonable schedule, stick to it and then reward yourself for keeping your agreement. That starts a success cycle. Make a list of rewards (small things that are pleasurable and/or distracting) and do them after accomplishing a small goal.

9. **BE REASONABLE:** Create enough time for personal maintenance and leisure activities. Protect those times. Do not use them for study.
10. **BE FLEXIBLE:** If high priorities pile up, borrow time from fixed commitments or routines if you must, but 'pay it back' in form quickly.
11. **DETERMINE YOUR CONCENTRATION SPAN:** If you can study effectively for only 5-10 minutes at a time, then plan your study sessions in than unit of time. Think small, break your tasks into small 'do-able' units. Your motivation and concentration will gradually increase.
12. **PLAN SHORT BREAKS:** after each study period. You'll feel fresher, and waste less time.
13. **ESTABLISH ROUTINES:** Treat school like a job. The more helpful routines you create, the easier it is to keep up the volume of work.
14. **CREATE SPECIFIC OBJECTIVES:** for each unit of study time. For example, don't just "study chemistry" but:
  - a. Review chapter #3 and the lecture notes
  - b. Make up flash cards on notes and formulas
  - c. Do problems 1 to 6

## **Computer Literacy Expectations at Malaspina**

### **Why computer literacy is important**

Malaspina provides students with access to a high-speed Internet service, wireless networking, and numerous computer labs. Many students will already know how to use this technology; others will need to learn the basics after they get to Malaspina. These basics—often called “computer literacy”—are essential for success in higher education and the workforce.

Malaspina offers many opportunities in different programs to learn how to use computers, software, and information technology in sophisticated ways that go well beyond “computer literacy” (students should check with program advisors about specific computer application skills they will need in their programs of study.) But “literacy” is the starting point. For example, almost all students, no matter what their program, will need to use computers to:

- access the Internet to register for courses, view their grades, and get information via the World Wide Web for course projects;
- use a word processing program to complete assignments;
- use e-mail to communicate with instructors and other students.

Computer literacy is not a requirement for admission to Malaspina; however, basic computer literacy skills are not taught for University-College level credit. What this means is that Malaspina expects students to acquire these skills on their own initiative, either before they come to Malaspina, or soon after they arrive.

Malaspina primarily uses Windows and Microsoft Office products for basic computing tasks.

### **What is computer literacy**

At its most basic, to be computer literate today is to be able to use a web browser, email and a word processor, and to know enough about the way a computer operates to ensure you don't lose work. In somewhat more detail, these skills can be described as follows.

### **Operating Systems and File Management**

Open and close software programs and files in a Microsoft Windows environment; save, copy, move and back-up files; create directories and organize files; understand common file formats and protect removable storage media from computer viruses. Students need operating system and file management skills for everyday operation of campus and home computers.

## **Word Processing**

Create and save new documents; open saved documents; adjust document attributes such as margins, typeface, font size, and text alignment; insert page numbers, headers and footers, special characters, footnotes and endnotes in documents; use editing tools such as spelling and grammar checks; and adjust printing and paper lay-out options. Students need word processing skills to produce professional-quality documents such as research papers and reports.

## **Internet**

The Internet includes the World Wide Web and electronic mail. Students should be able to understand the basic structure and breadth of the Internet; use a “browser” software program to access and navigate the Web; locate and evaluate information; download and save files; send and receive e-mail messages and file attachments. Students need Internet skills to communicate with instructors and fellow students, conduct research, and send and receive files over the Internet.

## **How to become more computer literate**

People learn computer skills in many different ways—by asking friends for demonstrations, getting a book or video from the library, taking a non-credit course, or using the Help menus associated with most software. Here are some ways students at Malaspina can assess and develop their computer literacy skills.

## **On-line Tutorials and Other Internet Resources**

A collection of links to World Wide Web-based tutorials, courses and student support resources is available on the [Information Technology Services website](#).

## **Local Resources**

Check local educational institutions, private colleges and institutes for introductory computer courses—particularly Continuing Studies. Look in the yellow pages of the phone book under “Computer Training and Instruction.”

## **Courses through Malaspina’s Continuing Education**

Malaspina offers a wide variety of computer courses held evenings, weekdays and weekends. For course schedules and descriptions, check the Continuing Education Calendar, which is delivered to homes in the Malaspina area and is also available from the Continuing Education office on each campus. You can also check the [Adult and Continuing Education](#) website for information or call (250) 740-6160.

## **Technology Resources at Malaspina**

Malaspina's Library has many technology resources, including videos and books on various computer applications and skills, computer equipment, and audio-visual equipment for loan. The Library also provides instruction in areas of Internet research, evaluating resources, and electronic database searching. Check the [Library website](#) for details.

There are several student-access computer labs on campus. For lab hours and locations, check the [Information Technology Services website](#).

<http://www.mala.ca/calendar/GeneralInformation/computerliteracy.asp>

# Appendix 1

## PMP

(Professional Management Profile)

**Professional Management Profile  
Competency Grid**

**COMPONENT**

***Demonstrate:***

**BEGINNING**

**DEVELOPING**

**CAPABLE**

**a positive attitude  
through positive behavior**

Neutral outward behavior and basic work ethics. Bare minimum participation and involvement. Limited (or neutral) influence on group dynamics and atmosphere.

Some positive and constructive behavior exhibited, but insufficient and /or inconsistent. Some positive influence on group dynamics and atmosphere.

Adequate and consistent levels of positive behavior, influence, and motivation. Is self-governing in monitoring these outward aspects.

**time management skills  
and self-discipline**  
  
including punctuality and attendance

Limited abilities in organizing self to work towards course or program objectives. Limited ( or no) prioritization vision or abilities.

Some structure of self-organization evident but insufficient. Prioritization abilities inconsistent, or subject to motivational swings.

Adequate and consistent in maintaining organizational and discipline structures. Work performance not adversely affected by any organizational insufficiencies.

<p><b>positive body language and poise</b></p>	<p><u>Limited</u> physical symptoms of openness and willingness to communicate and participate.</p> <p>Ease, dignity, and confidence in carrying oneself in public is Limited</p>	<p><u>Some</u> outward signs of positive posture, but with some awkwardness or accompanying signals of insecurity.</p>	<p><u>Adequate</u> and consistent in projecting a positive aura enabling communication and inter-action to occur effectively</p> <p>Self-confidence evident.</p>
<p><b>Verbal Communication Skills, Appropriate formality &amp; etiquette</b></p>	<p><u>Limited</u> ability to explain thoughts, limited grammar skills (use of slang). Interrupts others to introduce topics.</p>	<p><u>Some</u> ability to explain thoughts, incomplete grammar skills, displays some tact in introducing topics</p>	<p><u>Adequate</u> ability to explain thoughts, adequate use of grammar, displays good skill in introducing topics to class discussions</p>
<p><b>Written Communication Skills: Appropriate formality &amp; etiquette, structure, grammar and spelling, Includes reports, memos and email</b></p>	<p><u>Limited</u> ability to organize and convey thoughts, limited grammar skills (use of slang). Numerous spelling mistakes. Too familiar in tone for the document. Unexplained abbreviations (often only applicable for text messaging)</p>	<p><u>Some</u> ability to explain thoughts, incomplete grammar skills, displays some logic in introducing topics</p>	<p><u>Adequate</u> ability to explain thoughts, adequate use of grammar, displays good skill in introducing topics. Few if any spelling and grammar mistakes</p>
<p><b>Interest in Participating: by adding value to discussions</b></p>	<p><u>Limited</u> contribution to class discussion, adds little value</p>	<p><u>Some</u> contribution to discussion, adds some value to discussion</p>	<p><u>Regular</u> contribution to class discussion, adds value to discussion</p>

<p><b>Preparedness for Participation and leading discussions</b></p>	<p><u>Limited</u> use of resource material, limited relevance of sources used, missing links between sources &amp; analysis of the topic;</p> <p>Does not lead discussions</p>	<p><u>Some</u> use of resource material, but some gaps evident; not always relevant; occasional attempt to lead discussion</p>	<p><u>Adequate</u> use of resource material; resource material integrated into discussion; regularly attempts to lead discussions</p>
<p><b>presents ideas logically</b></p>	<p>frequently steps are not in logical order; insufficient detailing of steps; message unclear; questioning by message receiver is generally required for understanding</p>	<p>steps usually in order, excessive detailing of steps may obscure the messages; some questioning may be required for understanding</p>	<p>sequence of steps is apparent; generally appropriate detailing of steps; ideals are usually clear with few questions required for understanding</p>
<p><b>make, plan for, &amp; achieve goals</b></p>	<p>generally lacks clear plan to achieve goals, goals often unfocused</p>	<p>plans and goals often lack one of being: time-bound, measureable, or achievable</p>	<p>more often than not makes, plans for, and achieves measureable, time-bound, goals</p>

<b>willingness / ability to be proactive</b>	generally waits to be told what to do	frequently asks, "What can I do to help?"	one often perceives things that need to be done and requests permission to act on one's suggestions
<b>willingness to take risks</b>	limited desire to leave comfort zone	starting to build self-confidence;  plans to take risks under controlled situations	seeks out opportunities to take risks; presents alternatives to the norm; sees mistakes as an opportunity to grow; challenges classmates
<b>ability to solve problems and make decisions in real time</b>	limited demonstration of abilities;  willingly lets others make the decisions	demonstrates an understanding of the process;  uses abilities on occasion	understands the implications of their decisions;  able to recognise the real issue
<b>willingness and ability to take a leadership role</b>	unsure of abilities;  adopts the follower role	recognizes the need to try to lead;  takes a leadership role in limited situations	steps forward on a regular basis;  willingly plays a supportive role;  leads by example

