COURSE OUTLINE: OAD118 - SUPPORT OFFICE TECH

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Course Code: Title	OAD118: SUPPORTING OFFICE TECHNOLOGY
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Academic Year:	2022-2023
Course Description:	Supporting and adapting to a rapidly changing workplace, especially in the areas of equipment and technology usage, maintenance, and procurement, are critical skills required by office professionals. In this course, students will identify existing and emerging technologies. As well, students will investigate and work with the supports available to operate, maintain, and support office equipment and technology.
Total Credits:	2
Hours/Week:	4
Total Hours:	28
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	OAD117
This course is a pre-requisite for:	OAD217, OAD302
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2086 - OFFICE ADMIN-EXEC** VLO 1 Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics. VLO 2 Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities. VLO 4 Operate and provide support related to the use, maintenance and procurement of office equipment and technologies. VLO 7 Prepare and produce a variety of business documents using available technologies and applying industry standards. VLO 8 Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization. VLO 10 Select and use information technologies to support communication with internal and external stakeholders and to promote the organization.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience. EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.

	EES 4 Apply a systematic approach to solve problems.
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
	EES 10 Manage the use of time and other resources to complete projects.
	EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Operate/utilize, select, and provide support related to the use, maintenance, and procurement of office equipment and technologies to support communication with internal and external stakeholders.	1.1 Gain familiarity to utilize available office equipment effectively, such as: - Printers - Scanners - Photocopiers - Mobile devices - Telephones - Fax machines 1.2 Select appropriate technology: - To support communication with internal and external stakeholders - To promote the organization 1.3 Respond in a timely and professional manner to requests for support related to office equipment and software being used in the office environment: - Troubleshoot disks, applications, start-up, printing, and hardware problems - Install, update, and remove software and hardware using appropriate connection methods and installation software - Use Remote Assistance to request or give assistance as required - Sync information between computers when online and offline - Work with laptops to improve performance and conserve power - Work within both a wired and wireless network environment to access shared resources - Recognize when further assistance from information technology professionals is required 1.5 Seek out appropriate operating manuals online for equipment/software in use.

	1.6 Prepare user documentation for equipment and technology in compliance with legislation related to the production of business documents, including the Canadian Copyright Act, 1985, and the Accessibility for Ontarians with Disabilities Act, 2005. 1.7 Identify emerging technologies for office use and understand their intended purpose. 1.8 Identify changing office equipment requirements and match appropriate technologies to need. 1.9 Adapt to changing technology as needed. 1.10 Set up and document appropriate processes for the procurement and servicing of new office equipment and technology. 1.11 Seek out and liaise with information technology professionals/equipment service representatives/suppliers/vendors as required to support, procure, and maintain office equipment and technologies.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignment 1	5%
Assignment 2	5%
Assignment 3	5%
Assignment 4	5%
Assignment 5	5%
Assignment 6	5%
Assignment 7	5%
Assignment 8	5%
Report Paper and Presentation	30%
Test	30%

Date: August 22, 2022

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.