



COURSE OUTLINE: OAD209 - ADMIN OFFICE SIMULAT

Prepared: Minttu Kamula

Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

Course Code: Title	OAD209: ADMINISTRATIVE OFFICE SIMULATION
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Academic Year:	2022-2023
Course Description:	<p>Designed to prepare students to assume administrative assistant/executive positions, students will apply composition, research, formatting, and language skills to process and prepare correspondence, reports, and forms by a specified deadline using computer application software.</p> <p>The ability to organize, process, and respond to oral and written (paper/electronic) communications to facilitate the flow of information in the workplace is stressed, and continued emphasis is placed on the development of non-technical skills such as time management, listening, decision-making, and organizational skills.</p>
Total Credits:	4
Hours/Week:	9
Total Hours:	63
Prerequisites:	OAD129, OAD131, OAD141, OAD142
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	OAD303
Vocational Learning Outcomes (VLO's) addressed in this course:	<p>2086 - OFFICE ADMIN-EXEC</p> <p>VLO 1 Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.</p> <p>VLO 2 Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.</p> <p>VLO 3 Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information.</p> <p>VLO 5 Evaluate, establish and administer a variety of records management systems to ensure confidential, secure, accessible and organized electronic and paper records.</p> <p>VLO 6 Produce financial documents and reports by identifying and compiling relevant information and using accounting software.</p> <p>VLO 7 Prepare and produce a variety of business documents using available technologies and applying industry standards.</p> <p>VLO 11 Organize and coordinate meetings, conferences, special events and make travel arrangements, including the preparation of related documentation.</p> <p>VLO 12 Support the implementation of projects by applying basic principles of project</p>
Please refer to program web page for a complete listing of program outcomes where applicable.	



	management.								
Essential Employability Skills (EES) addressed in this course:	<p>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.</p> <p>EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>EES 3 Execute mathematical operations accurately.</p> <p>EES 4 Apply a systematic approach to solve problems.</p> <p>EES 5 Use a variety of thinking skills to anticipate and solve problems.</p> <p>EES 6 Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>								
Course Evaluation:	<p>Passing Grade: 50%, D</p> <p>A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.</p>								
Other Course Evaluation & Assessment Requirements:	Students will complete projects broken down in to tasks as part of their daily work. Students will also complete tests to evaluate their production, organizational, composition, and computer skills. Tests will be based on material covered in the projects that students have completed as part of their daily work.								
Books and Required Resources:	Administrative Assistant: Simulated Projects by Berry, Duthie, and Miller Publisher: Emond Edition: 2nd ISBN: 9781775388487								
Course Outcomes and Learning Objectives:	<table border="1"> <thead> <tr> <th>Course Outcome 1</th> <th>Learning Objectives for Course Outcome 1</th> </tr> </thead> <tbody> <tr> <td>Apply time management and organizational skills to facilitate the completion of tasks and meet deadlines in the workplace.</td> <td> 1.1 Use critical thinking techniques to develop decision-making and prioritizing skills. 1.2 Analyze and establish work priorities based on a thorough review of instructions and deadlines. 1.3 Develop and implement a work plan to meet deadlines. 1.4 Use and update contacts, calendar, and reminder systems. 1.5 Manage the schedule of others. 1.6 Coordinate, record, manage, and communicate appointments and meetings effectively. 1.7 Coordinate long-range projects. 1.8 Manage time to complete assigned project elements or tasks according to project deadlines. 1.9 Manage electronic files utilizing folders. 1.10 Multi-task in a fast-paced office environment. </td> </tr> <tr> <th>Course Outcome 2</th> <th>Learning Objectives for Course Outcome 2</th> </tr> <tr> <td>Organize, process, and respond to paper and</td> <td>2.1 Use active listening and analytical skills to accurately summarize and record key information.</td> </tr> </tbody> </table>	Course Outcome 1	Learning Objectives for Course Outcome 1	Apply time management and organizational skills to facilitate the completion of tasks and meet deadlines in the workplace.	1.1 Use critical thinking techniques to develop decision-making and prioritizing skills. 1.2 Analyze and establish work priorities based on a thorough review of instructions and deadlines. 1.3 Develop and implement a work plan to meet deadlines. 1.4 Use and update contacts, calendar, and reminder systems. 1.5 Manage the schedule of others. 1.6 Coordinate, record, manage, and communicate appointments and meetings effectively. 1.7 Coordinate long-range projects. 1.8 Manage time to complete assigned project elements or tasks according to project deadlines. 1.9 Manage electronic files utilizing folders. 1.10 Multi-task in a fast-paced office environment.	Course Outcome 2	Learning Objectives for Course Outcome 2	Organize, process, and respond to paper and	2.1 Use active listening and analytical skills to accurately summarize and record key information.
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	<p>electronic communications to facilitate the flow of information in the workplace.</p>	<p>2.2 Use current business terminology. 2.3 Analyze and prioritize communications received to determine appropriate action and follow-up. 2.4 Create and complete a variety of forms to record communications and support the flow of information. 2.5 Draft replies to routine correspondence. 2.6 Compose clear and concise messages. 2.7 Determine appropriate electronic and paper distribution methods for a variety of internal and external communications. 2.8 Contribute to the identification and management of confidential information. 2.9 Maintain confidentiality and security of all organizational information. 2.10 Use appropriate judgment, tact, and discretion in handling confidential and sensitive information.</p>
	<p>Course Outcome 3</p>	<p>Learning Objectives for Course Outcome 3</p>
	<p>Apply recording, composition, research, and language skills to produce accurate business correspondence by a specified deadline using computer technology.</p>	<p>3.1 Identify and use reference sources and materials. 3.2 Prepare/compose, review, and edit written communication. 3.3 Respond to inquiries in a timely fashion. 3.4 Prepare internal and external communications for distribution using appropriate formatting, grammar, spelling, punctuation, and proofreading techniques to meet quality standards and in accordance with legislative requirements. 3.5 Convert draft information from electronic and paper sources into final-form business documents. 3.6 Meet deadlines for the production of documents, spreadsheets, and reports. 3.7 Proofread using a variety of techniques. 3.8 Use correct grammar, syntax, spelling, and punctuation. 3.9 Apply both electronic and paper research techniques to prepare summary reports.</p>
	<p>Course Outcome 4</p>	<p>Learning Objectives for Course Outcome 4</p>
	<p>Integrate application software (Word, Excel, and Access) to produce accurate, organized business documents within a specified time frame.</p>	<p>4.1 Utilize information processing software, including word processing, spreadsheet, and database applications, to record and organize a variety of business information. 4.2 Prepare complex documents, spreadsheets, letters, and reports, using a variety of software and equipment. 4.3 Produce documents that comply with industry formatting standards and the organization's branding guidelines. 4.4 Select appropriate document formats for specific tasks. 4.5 Import text and graphics files and incorporate desktop publishing techniques. 4.6 Utilize the merging function to generate correspondence. 4.7 Prepare tables containing statistical information. 4.8 Prepare graphs and charts. 4.9 Create, maintain, and use data within database management software.</p>
	<p>Course Outcome 5</p>	<p>Learning Objectives for Course Outcome 5</p>
	<p>Compile information and</p>	<p>5.1 Use and manage spreadsheets and other applications to</p>

	produce accurate financial records for the workplace within a specified time frame, using appropriate software.	complete financial tasks. 5.2 Use software to analyze outcomes and contribute to business decisions. 5.3 Perform calculations and verify their accuracy. 5.4 Apply proofreading skills. 5.5 Design and use forms to record, compile, summarize, and report financial information.
	Course Outcome 6	Learning Objectives for Course Outcome 6
	Prepare related documentation associated with the organization of meetings, conferences, and travel.	6.1 Research and identify requirements for meetings, conferences, special events, and travel. 6.2 Organize and coordinate appropriate facilities, equipment, services, speakers, catering, and supplies required for meetings, conferences, special events, and travel. 6.3 Prepare and process documentation to support and follow up meetings, conferences, special events, and travel, including agendas, minutes, travel expense claims, seminar registration forms, announcements, programs, speaker confirmations, itineraries, etc.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Project 1	15%
Project 2	15%
Project 3	15%
Project 4	15%
Test 1	10%
Test 2	10%
Test 3	10%
Test 4	10%

Date: February 21, 2023

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