

I. COURSE DESCRIPTION:

Managing and maintaining the personal computer (PC) has become a skill that is demanded in today's workplace as the computer has become the main tool for the office professional. OAD112 will familiarize the student with the hardware/software commonly in use and the routine procedures used to maintain and troubleshoot the PC.

Advanced use of the Internet Explorer browser will allow students to research effectively and access a variety of resources available over the World Wide Web including information required to purchase office furniture/equipment/hardware/software and troubleshoot problems that may arise during installation and operation of common hardware and software.

II. LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Utilize an Internet Browser to locate and manipulate information on the World Wide Web.

Potential Elements of Performance:

- Use the Internet Explorer to access web pages, work with favourites, search the web, use tabs, Accelerators, and a Web Slice, view web content offline, respond to the Information Bar, and work with RSS Feeds
- Adjust Internet Explorer security settings to ensure safety and privacy on the Internet
- Use the Windows Firewall
- Use Windows Defender
- Use third-party virus protection

2. Set up a small business office adhering to given specifications.

Potential Elements of Performance:

- Research the purchase of ergonomic furniture and equipment for stated needs
- Design a floor plan using scale diagrams created manually or using Visio software
- Choose appropriate furniture/equipment within a given budget
- Prepare recommendations in report form with supporting documentation

3. Perform basic networking and system maintenance.
 - Connect to a network (wired or wireless)
 - Use the Network and Sharing Center
 - Use a VPN connection
 - Share a file, folder, library, drive on the network
 - Install a network printer and share a local printer
 - Diagnose and repair a network connection problem
 - Determine the IP address of a PC
 - Use Windows Update
 - View, install, and remove fonts
 - Use Disk Cleanup, Defrag, and System Restore tools
 - Configure power settings
 - Backup and restore files and folders
 - Install and remove software and hardware (printer/monitor/Plug and Play device)
 - Use Device Stage
 - Install and configure multiple monitors
 - Check a disk for errors
 - Troubleshoot a malfunctioning program
 - Use advanced boot options to fix startup problems
 - Troubleshoot printing problems
 - Work with drivers
 - Use Remote Assistance
 - Access and understand system information
 - Sync files between computers

4. Understand the roles of the main inner components and peripherals of a PC in order to purchase Internet-capable personal computer equipment.

Potential Elements of Performance:

- Identify major computer components and peripherals and functions
- Install hardware using appropriate ports or slots
- Prepare a checklist of needs for a potential computer purchase
- Research suitable PCs and peripherals according to needs
- Compare and contrast suitable computer equipment/ peripherals
- Choose appropriate items within a given budget
- Prepare recommendations in report form with supporting documentation and references

5. Acquire, install and troubleshoot software.

Potential Elements of Performance:

- Locate and acquire appropriate software in an ethical manner
- Install/uninstall software for given hardware
- Prepare training notes to assist others with new software
- Document software errors and follow a logical solution path
- Access manufacturers' web sites to view product information and download updates to remain current with changing resources
- Utilize software to protect personal information and avoid viruses

III. REQUIRED RESOURCES/TEXTS/MATERIALS:

Microsoft Windows 7. Wempen and Bucki. Published by Paradigm Publishing. ISBN: 978-0-76383-732-7

Three manila file folders (letter size)

USB Memory Stick

IV. EVALUATION PROCESS/GRADING SYSTEM:

Tests:

Test 1 – Windows/Internet Explorer50%
Content from class and text will be included in this test.

Assignments:

Two research projects

- Purchase computer equipment30%
 - Purchase office furniture/equipment.....20%
- 100%

The following semester grades will be assigned to students in postsecondary courses:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical	

U	placement or non-graded subject areas. Unsatisfactory achievement in field/ clinical placement or non-graded subject areas.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

V. SPECIAL NOTES:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents outline classroom policies that must be followed.

By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.

These skills include:

- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times
- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the chair which may result in suspension or expulsion from the course/program

The Student Code of Conduct (found on the portal) provides guidelines and disciplinary procedures for the college community. Academic dishonesty as defined in the Student Code of Conduct will result in a zero grade for all involved parties.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should practise their skills on a daily basis.

All the Right Type typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit <http://www.ingenuityworks.com/> for more information on purchasing All the Right Type for home use.

Lectures will not be repeated in subsequent classes. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

It is expected that 100 percent of classroom work be completed as preparation for the tests. The college network (S:/My Documents) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

All requested assignments must be submitted in a labeled folder complete with a plastic USB/CD pocket. All work must be labeled with the student's name and the project information on each page.

Students are expected to be present to write all tests during regularly scheduled classes. Students must ensure that they have the appropriate tools on hand to do the test.

Test papers may be returned to the student after grading to permit review of the tests. However, the student must return all test papers to the professor who will keep them on file for two weeks after the semester finish date.

Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the date test papers are returned in class.

For those students who have

- attended 75 percent of classes
- completed all required course work
- failed the course or missed one test

a supplementary test will be administered at the end of the module. The mark achieved on the supplemental will replace the lowest test for the final grade calculation.

In exceptional circumstances, the department will review the application of this policy on an individual basis. Supporting documentation may be required.

VI. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.