



COURSE OUTLINE

OAD116

Prepared: Sheree Wright and Amy Peltonen Approved: Sherri Smith

Course Code: Title	OAD116: COMPUTER ESSENTIALS
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Semester/Term:	17F
Course Description:	Office Administration professionals are required to be proficient and ethical in the use and operation of the personal computer to manage information and internal external communications at an advanced level. Students will work with the Windows operating system to perform computer-related office tasks and manage their computer, peripherals, networks, off-site access, and files effectively and efficiently. Outlook will also be studied to an advanced level as a complete time and information manager. In addition, students will use the Internet at an advanced level to research effectively. Appropriate use of information will be addressed to ensure an understanding of legislative requirements (Anti-Spam Legislation), as well as the etiquette and formatting of online communications.
Total Credits:	4
Hours/Week:	8
Total Hours:	56
This course is a pre-requisite for:	OAD217, OAD302
Vocational Learning Outcomes (VLO's): Please refer to program web page for a complete listing of program outcomes where applicable.	<p>#2. Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.</p> <p>#3. Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information.</p> <p>#7. Prepare and produce a variety of business documents using available technologies and applying industry standards.</p> <p>#9. Research, analyze and summarize information on resources and services and prepare summary reports with recommendations.</p> <p>#10. Select and use information technologies to support communication with internal and external stakeholders and to promote the organization.</p>
Essential Employability Skills (EES):	<p>#4. Apply a systematic approach to solve problems.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#10. Manage the use of time and other resources to complete projects.</p>



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#11. Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	10%
Test 1 (Windows)	25%
Test 2 (Outlook)	45%
Test 3 (Internet Broswer/Research)	20%

Books and Required Resources:

Microsoft Windows 7 by Wempen and Bucki
Publisher: EMC Paradigm
ISBN: 9780763837327

Microsoft Outlook 2010 by Nordell
Publisher: McGraw-Hill
ISBN: 9780073519289

Course Outcomes and Learning Objectives:

Course Outcome 1.

Use the Windows operating system to operate a computer and manage electronic files and storage.

Learning Objectives 1.

Computer

- Start the Windows program, log in to a user account, and log out of a network
- Identify the parts of the Windows Desktop and individual windows
- Capture a screen shot
- Use the taskbar
- Select icons, buttons, and other items
- Work with the ribbon, menus, and dialog boxes
- Work with individual windows to open/close, maximize/minimize, move/resize and move between/among open windows
- Use a user account to access private network space
- Pause or finish a work session using sleep/hibernate, system lock, user switching/logging



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off, restarting, and shutting down

- Understand the concept of pinning shortcuts to the Start Menu or adding to the Favourites

List

- Work with and customize the Explorer window layout
- Use the programs provided with operating system applications including the Calculator, Notepad, WordPad, Math Input Panel, Paint, Snipping Tool, Command Prompt, and Clipboard to create, open, print, search for, and close files
- Use the Control Panel to change keyboard and mouse, display, and sound settings
- Customize the Desktop icon display and arrangement
- Customize the Start Menu, Task Bar, and Notifications Area
- Use the Ease of Access Center
- Use Windows Update software to maintain the operating system
- Configure Power Settings for different requirements
- Set up an online web mail account

Electronic Files

- Use the Windows Explorer to browse files, folders, disks, and libraries
- Select files and folders
- Create, rename, copy/move, sort, group, filter, and arrange files and folders
- Change the appearance of files and folders
- Create shortcuts for files, folders or libraries
- Work with file properties and set permissions for files and folders
- Delete/restore or permanently delete files and folders
- Perform searches using quick search, search filters, indexing, or saved searches

Network

- Work with wired and wireless networks
- Understand the use of a VPN Connection
- Browse a network and map a network drive
- Share files and folders on a network

Storage Media

- Work with internal, external, and cloud-based media
 - Use available tools to maintain storage media
 - Seek out a suitable means of backing up/restoring files and folders
 - Remove unneeded files using Disk Cleanup
- Understand the importance and use of the Recycle Bin

Course Outcome 2.



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Use an electronic mail program to coordinate the collection, analysis, distribution, and response to communications in the workplace to facilitate the flow of information.

Learning Objectives 2.

- Apply advanced knowledge of email communication theories and systems to communicate with internal and external stakeholders in a variety of communications situations using a business style of writing, appropriate formatting, and proofreading techniques to meet quality standards
- Prepare internal and external electronic communications for distribution in accordance with legislative requirements including relevant privacy legislation and Canada's Anti-Spam Legislation (CASL), 2014
 - Apply business ethics and online etiquette to online communications
 - Work with and navigate the Outlook email program
- Create, send, receive, print, recall, and resend email
- View, sort, arrange, flag, categorize, and print email messages
- Create, apply, modify, and remove rules, filters, and folders to organize email messages
- Set message options such as importance, sensitivity, security, receipts, delivery options, and permissions
- Share documents by safely attaching, previewing, opening, forwarding, and saving attachments
- Customize, assign, and view categories
- Set a Quick Click category
- Create folders to organize email messages
- Use, create, customize, and delete search folders
- Use follow-up flags effectively
- Create and modify groups
- Archive Outlook folders using customized settings
- Customize signatures, themes, default fonts, and desktop alerts
- Customize general email options
- Set security features
- Clean up and delete the Inbox
- Utilize different email formats (plain text, RTF, HTML)
 - Work with tabs, ribbons, dialog boxes, views, folder lists, and Outlook Help
 - Operate Outlook as a stand-alone program or with an Exchange server
 - Recognize the different types of email accounts/protocols (Exchange, POP3, IMAP, HTTP)

Course Outcome 3.



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Utilize an electronic mail program to manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities and procedures.

Learning Objectives 3.

- Work with and navigate the Outlook program including calendar, contacts, tasks, notes, and Outlook Panes
- Create, use, and update calendars
- Work with multiple calendars
- Navigate the calendar views
- Create, edit/update, and cancel new and recurring appointments, events, and meeting requests with mandatory and optional attendees
- Delete, move/copy, track, and categorize calendar items
- Attach items to a calendar event
- Mark calendar events as private
- Create a calendar item from an email
- Set calendar options for time and display
- Print, share, publish, and email an Outlook calendar
- Create, customize, and use voting buttons and track responses
- Create, track, modify, update, and import/export contacts
- Use contacts to create mail labels in Word
- Work with personal and global address lists
- Create folders and categories for contacts
- Export/import an Outlook Data file
- Create, edit, send, and add electronic business cards
- Use and update reminder systems including Tasks
- Work with different task views
- Customize the To-Do Bar
- Create and modify new and recurring tasks from scratch or from an email or calendar item
- Mark tasks as private or complete
- Create, edit, categorize, forward and change settings for Notes
- Assign and remove a delegate and permissions to Outlook
- Assign tasks to others, accept and decline tasks, and send status reports of assigned tasks

Course Outcome 4.

Research, analyze and summarize information on resources and services.



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Learning Objectives 4.

- Select and use Internet search engines and online databases for the identification of relevant, current and authoritative information and carry out research effectively and efficiently
- Retrieve specific information from the global community using a variety of Internet search tools
- Start and exit a browser program
- Navigate to URLs and understand their format
- Follow hyperlinks, got to home pages, refresh or stop a page
- Work with tabs
- Work with Favourites
- View web content offline
- Examine system security and privacy settings and adjust appropriately
- Clear browsing history and personal information
- Recognize the importance of appropriate virus protection
- Prepare a research plan and utilize appropriate search procedures/techniques and resources for both electronic and paper research tasks
 - Evaluate resources found on the Internet appropriately
 - Maintain an accurate research log to properly source and track resources
 - Adhere to Canadian Copyright legislation when conducting and applying research

Date:

Wednesday, August 30, 2017

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