



COURSE OUTLINE

OAD118

Prepared: Lynn Dee Eason and Amy Peltonen Approved: Sherri Smith

Course Code: Title	OAD118: SUPPORTING OFFICE TECHNOLOGY
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Semester/Term:	17F
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:	5
Total Hours:	35
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>#1. Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.</p> <p>#4. Operate and provide support related to the use, maintenance and procurement of office equipment and technologies.</p> <p>#7. Prepare and produce a variety of business documents using available technologies and applying industry standards.</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>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#11. Take responsibility for ones own actions, decisions, and consequences.</p>
Course Evaluation:	Passing Grade: 50%, D



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Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	60%
Test 1 (Comprehensive)	40%

Books and Required Resources:

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

Course Outcomes and Learning Objectives:

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.

Learning Objectives 1.

Office Equipment and Technologies

- Gain familiarity to utilize effectively available office equipment such as:
 - o Printers
 - o Scanners
 - o Photocopiers
 - o Mobile devices
 - o Telephones
 - o Fax machines
 - Select appropriate technology:
 - o To support communication with internal and external stakeholders
 - o To promote the organization

Support

- Respond in a timely and professional manner to requests for support related to office equipment and software being used in the office environment:
 - o Troubleshoot disks, applications, start-up, printing, and hardware problems
 - o Install, update, and remove software and hardware using appropriate connection methods and installation software
 - o Use Remote Assistance to request or give assistance as required
 - o Sync information between computers when online and offline
 - o Work with laptops to improve performance and conserve power



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- o Work within both a wired and wireless network environment to access shared resources
- o Recognize when further assistance from Information Technology professionals (both in house and external) is required
 - Seek out appropriate operating manuals online for equipment/software in use
 - 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

Emerging Technologies

- Identify emerging technologies for office use and understand their intended purpose
- Identify changing office equipment requirements and match appropriate technologies to need
 - Adapt to changing technology as needed
 - Set up and document appropriate processes for the procurement and servicing of new office equipment and technology
 - Seek out and liaise with Information Technology professionals/equipment service representatives/suppliers/vendors as required to support, procure, and maintain office equipment and technologies

Date:

Wednesday, August 30, 2017

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