COURSE OUTLINE: OAD116 - COMPUTER ESSENTIALS

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Course Code: Title	OAD116: COMPUTER ESSENTIALS
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Semesters/Terms:	19F
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
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
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 3 Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information. VLO 4 Operate and provide support related to the use, maintenance and procurement of office equipment and technologies. VLO 5 Evaluate, establish and administer a variety of records management systems to ensure confidential, secure, accessible and organized electronic and paper records. VLO 7 Prepare and produce a variety of business documents using available technologies and applying industry standards. VLO 9 Research, analyze and summarize information on resources and services and prepare summary reports with recommendations. VLO 10 Select and use information technologies to support communication with internal and external stakeholders and to promote the organization.

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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 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	
Books and Required Resources:	Microsoft Office 2016: In Practice Outlook Complete by Ogawa and Nordell Publisher: McGraw-Hill ISBN: 9781259762741	

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Use the Windows operating system to operate a computer and manage electronic files and storage.	Computer 1.1 Start the Windows program, log in to a user account, and log out of a network 1.2 Identify the parts of the Windows Desktop and individual windows 1.3 Capture a screen shot 1.4 Use the taskbar 1.5 Select icons, buttons, and other items 1.6 Work with the ribbon, menus, and dialog boxes 1.7 Work with individual windows to open/close, maximize/minimize, move/resize and move between/among open windows 1.8 Use a user account to access private network space 1.9 Pause or finish a work session using sleep/hibernate, system lock, user switching/logging off, restarting, and shutting down 1.10 Understand the concept of pinning shortcuts to the Start Menu or adding to the Favourites List 1.11 Work with and customize the Explorer window layout 1.12 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 1.13 Use the Control Panel to change keyboard and mouse, display, and sound settings 1.14 Customize the Desktop icon display and arrangement 1.15 Customize the Start Menu, Task Bar, and Notifications Area 1.16 Use the Ease of Access Center 1.17 Use Windows Update software to maintain the operating

system
1.18 Configure Power Settings for different requirements
1.19 Set up an online web mail account

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

Network
1.28 Work with wired and wireless networks
1.29 Understand the use of a VPN Connection
1.30 Browse a network and map a network drive
1.31 Share files and folders on a network

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

Course Outcome 2	Learning Objectives for Course Outcome 2
2. Research, analyze and summarize information on resources and services.	2.1 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 2.2 Retrieve specific information from the global community using a variety of Internet search tools 2.3 Start and exit a browser program 2.4 Navigate to URLs and understand their format 2.5 Follow hyperlinks, got to home pages, refresh or stop a page 2.6 Work with tabs 2.7 Work with Favourites 2.8 View web content offline 2.9 Examine system security and privacy settings and adjust appropriately 2.10 Clear browsing history and personal information 2.11 Recognize the importance of appropriate virus protection 2.12 Prepare a research plan and utilize appropriate search procedures/techniques and resources for both electronic and paper research tasks 2.13 Evaluate resources found on the Internet appropriately 2.14 Maintain an accurate research log to properly source and

		track resources 2.15 Adhere to Canadian Copyright legislation when conducting and applying research
	Course Outcome 3	**Learning Objectives for Course Outcome 3**
	3. 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.	3.1 Work with and navigate the Outlook program including calendar, contacts, tasks, notes, and Outlook Panes 3.2 Create, use, and update calendars 3.3 Work with multiple calendars 3.4 Navigate the calendar views 3.5 Create, edit/update, and cancel new and recurring appointments, events, and meeting requests with mandatory and optional attendees 3.6 Delete, move/copy, track, and categorize calendar items 3.7 Attach items to a calendar event 3.8 Mark calendar events as private 3.9 Create a calendar item from an email 3.10 Set calendar options for time and display 3.11 Print, share, publish, and email an Outlook calendar 3.12 Create, customize, and use voting buttons and track responses 3.13 Create, track, modify, update, and import/export contacts 3.14 Use contacts to create mail labels in Word 3.15 Work with personal and global address lists 3.16 Create folders and categories for contacts 3.17 Export/import an Outlook Data file 3.18 Create, edit, send, and add electronic business cards 3.19 Use and update reminder systems including Tasks 3.20 Work with different task views 3.21 Customize the To-Do Bar 3.22 Create and modify new and recurring tasks from scratch or from an email or calendar item 3.23 Mark tasks as private or complete 3.24 Create, edit, categorize, forward and change settings for Notes 3.25 Assign and remove a delegate and permissions to Outlook 3.26 Assign tasks to others, accept and decline tasks, and send status reports of assigned tasks
	Course Outcome 4	**Learning Objectives for Course Outcome 4**
	4. Use an electronic mail program to coordinate the collection, analysis, distribution, and response to communications in the workplace to facilitate the flow of information.	4.1 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 4.2 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 4.3 Apply business ethics and online etiquette to online communications 4.4 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

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		- 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) 4.5 Work with tabs, ribbons, dialog boxes, views, folder lists, and Outlook Help 4.6 Operate Outlook as a stand-alone program or with an Exchange server 4.7 Recognize the different types of email accounts/protocols (Exchange, POP3, IMAP, HTTP)

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	20%
Test 1	40%
Test 2	40%

Date: June 19, 2019

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