

DEPARTMENT of BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Winter 2024

OA1090 (A3): Emerging Office Technology – 3 (3-0-1.5) 67.5 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Janelle MacRae **PHONE:** 780-539-2215
OFFICE: C305 **E-MAIL:** jmacrae@nwpolytech.ca
Monday 12:30 PM – 2:00 PM and
OFFICE HOURS: Wednesday 11:30 AM to 1:00 PM – or by appointment

CALENDAR DESCRIPTION:

This course provides opportunities to explore emerging technologies. Emphasis is placed on identifying, researching, and presenting current technological topics for class consideration and discussion. Upon completion, students will be able to understand the importance of keeping abreast of technological changes that affect the office professional.

PREREQUISITE(S)/COREQUISITE:

N/A

REQUIRED TEXT/RESOURCE MATERIALS:

Fehl, A. 2020. Your Digital Foundation, 2nd Edition: Labyrinth Learning. Danville, California.

(available in either Print or digital formats – either is fine but ensure it includes eLab)

DELIVERY MODE:

A variety of teaching methods will be used. These will include lectures, videos, discussions, guest speakers, case studies, group work, local business consultation, research, and reflection.

LEARNING OUTCOMES:

Upon completion of this course, students will be able to:

- determine and practice the qualities and behaviors necessary in self-management
- describe the individual qualities and skills necessary for success in the modern office
- investigate hybrid collaboration
- explore emerging technology that can improve on capabilities needed to complete in a digital economy
- explore top File Management Software (FMS)
- construct and refine search phrases and locate free media without violating copyright
- devising back up plans
- identify and evaluate automated back-up and cloud services
- identify and describe different types of networks and networking software
- understand how to optimize front desk efficiency using reception automation
- identify the advantages and disadvantages of working remotely
- describe an effective workspace for a virtual assistant or teleworker
- investigate Travel Management Systems
- identify and evaluate accounting tools available to automate everyday financial tasks
- identify and evaluate Visitor Management Systems (VMS) to improve efficiency and increase flexibility for front office staff
- describe how Customer Relationship Management automation (CRM) is useful in managing interactions with clients and allows for customized communications.
- research and present an implementation strategy for office technology

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. **Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

Professionalism:	10%
Exercises & Assignments:	20%
Quizzes & Tests:	20%
Group Presentations:	20%
Final Project:	30%

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic
1	Welcome/Textbooks/Course Outline Digital Transformation of the Office
2	Ch 1 & 2 Hardware and Software Essentials
3	Remote Working Technology; Zoom and Adobe Acrobat
4	Organizing Information: Files & Folder Management
5	Tech Focus Group Presentations
6	Networking and the Internet; Tech Focus Group Presentations
7	WINTER BREAK
8	Organizing Information & The Cloud; Tech Focus Group Presentation
9	Reception Automation: VMS and CRM; Tech Focus Group Presentations
10	Accounting Automation: Invoicing Apps; Tech Focus Group Presentations
11	Remote Working Technology; Teams and SharePoint
12	The Internet of Things and Employee Monitoring Software
13	Chat GPT
14	Final Project preparation and Practice Presentation
15 M	Final Project preparation and Practice Presentation

STUDENT RESPONSIBILITIES:

Attendance: Students are expected to attend all scheduled lectures, arrive on time, and remain for the duration of the activities. Arriving late and leaving early is disruptive to the entire class. Frequent tardiness may be treated as an absence. **Students with absences in excess of 6 classes may be refused permission to participate in the final project.**

Email: Email is the preferred option to communicate with your instructor. Email correspondence to your instructor must be sent from your NWP student email account. Emails should be professionally formatted and include a subject, correct spelling and grammar, and a reference to course material and/or textbook pages, etc. Emails that do not adhere to this format may not be responded to.

Testing And Exam Policies: All quizzes will be written as scheduled. No rewrites will be given. If there is an excusable absence, an exemption will be given for that quiz. If the absence is not excusable, a grade of 0% will be given. There is no final exam in this course.

The final project in this course will be due as scheduled by the Registrar's Office during final exam week.

Due Dates: Work must be submitted to MyClass and/or the instructor by the due date and time given. No lates will be accepted.

NWP Policies: Students must read, understand and comply with Northwestern Polytechnic academic policies.

**Note: all Academic and Administrative policies are available at [NWP Policies | Northwestern Polytechnic \(nwpolytech.ca\)](https://www.nwpolytech.ca/about/administration/policies/index.html)

Please click on the following link to read the student Rights and Responsibilities Policy:

<https://www.nwpolytech.ca/about/administration/policies/fetch.php?ID=69>

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.