

**DEPARTMENT of BUSINESS AND OFFICE ADMINISTRATION**

**COURSE OUTLINE – Winter 2025**

**OA1090 (EC): Emerging Office Technologies – 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 1:00 PM – 2:30 PM and  
**OFFICE HOURS:** Friday 10:00 AM to 11:30 AM – 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. 2023. Your Digital Foundation, Windows 11 Edition: Labyrinth Learning. Danville, California. (available in either Print or digital formats – either is fine but ensure it includes eLab)

Students are responsible for all fees associated with ProctorU, a live proctoring service for online exams. Fees are paid when you schedule your exams through ProctorU.

Pricing per exam is as follows:

60 minutes or less - \$16 USD

61-120 minutes - \$25 USD

121 - 180 minutes - \$31 USD

### **DELIVERY MODE:**

Online - This type of course will be offered entirely online using Northwestern Polytechnic's learning management system: MyClass (D2L). There are no set class times and students attend remotely and asynchronously.

This is a paced online course, meaning there are weekly requirements that must be met.

### **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%
Technology Presentations (2):	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 Introduction to Artificial Intelligence Technologies in 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	Networking and the Internet; Forms Software
6	Technology Presentation #1
7	WINTER BREAK
8	Organizing Information: The Cloud; Final Project Milestone 1 and 2 Report
9	Reception Automation: VMS and CRM; Accounting Automation: Invoicing Apps
10	The Internet of Things and Employee Monitoring Software
11	Remote Working Technology; Teams and SharePoint
12	Technology Presentation #2
13	Persuasive Presentations and Final Project Prep
14	Final Project Initial Presentations – receive feedback before sending to external partners

**STUDENT RESPONSIBILITIES:**

**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 reason for a missed quiz, an exemption will be given for that quiz. Instructor must be notified prior to the test of any reason the student cannot take it. If the reason is not excusable, a grade of 0% will be given.

There is no final exam in this course. The final project 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 \(nwpolytech.ca\)](http://www.nwpolytech.ca)

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.

#### Additional Information:

##### USING PROCTORU:

This course uses ProctorU Live for online exams. To utilize this service, you are required to complete the following steps:

- Create a ProctorU account by clicking the ProctorU link in the course.
- Download and install the Guardian Web Browser, Google Chrome, and the ProctorU extension.
- Schedule each exam at least 3 days (72 hours) in advance. If you miss this deadline, you cannot take the exam.
- Pay for the proctoring service. The fees are exclusively your responsibility and in no event shall be the responsibility of Northwestern Polytechnic.

For more detailed instructions [click here](#), and for video instructions [click here](#).

Before each exam, you must complete a room scan with your web camera, during which you will show your surroundings to a live proctor.

The invigilator will ask to view (but not collect or store) your student identification to verify your identity and will remotely access your computer to unlock the exam.

When monitoring your actions via video streaming, the invigilator may possibly record your actions if they suspect academic integrity behavioural issues. You will be verbally notified if/when recording begins.

The collection of and access to the personal information listed above is permitted under subsection 33(c) of the *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25, which states, "No personal information may be collected by or for a public body unless that information relates directly to and is necessary for an operating program or activity of the public body." In addition, subsection 39(4)

states, "A public body may use personal information only to the extent necessary to enable the public body to carry out its purpose in a reasonable manner."

Records Retention: Any video records of you created by ProctorU will be kept by ProctorU for a maximum of 7 days in order to make a decision about any possible academic integrity infraction, after which time it shall be permanently deleted. All other personal information collected and stored by ProctorU within your profile account will be permanently deleted if the account has not been used after one year.

### **Consent to Store Personal Information Outside Canada**

ProctorU is an American company. An agreement is in place between ProctorU and Northwestern Polytechnic by which ProctorU will take reasonable steps to protect your personal information from unauthorized access and disclosure. Information about how ProctorU protects your privacy can be found in their [Privacy Policy](#).

By using the ProctorU service via Northwestern Polytechnic, you consent to the storage of and access to your personal information outside of Canada.

This consent is in effect from the day you register with ProctorU and expires one year after completion of your exam.

Additional privacy and liability information regarding the use of ProctorU is available on the NWP website.