

# Instructional Scenario

## Troubleshooting the Copier



Course/Duty Area: Legal Administration/Managing Office Activities

**Scenario:** A student is beginning an entry-level legal position in the Spellman Law firm and is responsible for managing the office copier. They are tasked with copying, scanning, and organizing legal documents for an upcoming court case. While performing this task, the copier jams, and the student must troubleshoot the issue while ensuring all confidential documents remain secure.

**Big Question:** How can legal professionals effectively manage office equipment while maintaining confidentiality and professionalism?

**Focused Questions:**

- What steps should be taken to ensure the copier is functioning properly before use?
- How should confidential documents be handled while troubleshooting copier issues?
- What is the importance of time management and prioritization when working with office equipment in a legal environment?

**Student Project or Outcome:**

- Create a step-by-step troubleshooting guide for resolving common copier issues.
- Draft a short policy on handling confidential documents during equipment malfunctions.
- Prepare a time log demonstrating how tasks involving the copier were prioritized and completed.

**Project-Based Assessment:**

- Successfully troubleshoot and resolve a copier jam scenario using the troubleshooting guide.
- Role-play the proper handling of confidential documents during the copier malfunction, demonstrating professionalism and confidentiality.
- Submit a written policy for securing sensitive information when using shared office equipment.
- Present the time log with a brief reflection on how time management strategies were implemented.

**Teacher Resources:**

- **Equipment Manual:** Provide the user manual for the office copier used in the simulation.
- **Confidentiality Guidelines:** Handout detailing best practices for managing legal documents securely.
- **Troubleshooting Checklist Template:** A template students can use to create their own troubleshooting guide.
- **Role-Play Script:** Sample scenarios for students to practice handling equipment issues while safeguarding sensitive documents.
- **Assessment Rubric:** Criteria for evaluating the troubleshooting guide, policy draft, time log, and role-play exercise.

*Scenario submitted by Marvella Phillips, Virginia Beach Technical and Career Education Center, Virginia Beach City Public Schools*