



Grande Prairie Regional College

Department of Office Administration

COURSE OUTLINE – FALL 2010

OA 1210 B2 Administrative Procedures I (3-0-0)

Instructor	Wendy Campeau	Phone	(780) 539-2988
Office	C209	Email	wcampeau@gprc.ab.ca
Office Hours	M/F: 11:30am – 1:00pm Or by appointment	Class	T/R: 8:30 – 9:50 Rm. A305

Prerequisite(s)/Co-requisite(s):

None

Required Text/Resource Materials:

- 1) Administrative Procedures for the Canadian Office. Kilgour et al. 8th Edition. Prentice Hall
- 2) Gregg Quick Filing Practice. Stewart & Trent., 5e, McGraw-Hill Irwin

Description:

This course focuses on critical human relation skills, maintaining effective and efficient information systems (alphabetic, numeric, geographic and subject filing systems), telecommunications in the office (telephone, fax), transcription and reprographics, administrative procedures and document processing.

Credit/Contact Hours:

3 credits/ 45 Contact Hours

Delivery Mode(s):

Lecture/Lab

Objectives:

The student will be able to:

- 1) Identify desirable personal traits, work habits, and acceptable office skills.
- 2) Identify and apply human relations concepts.
- 3) Understand the use of acceptable procedures for telephone related duties, banking and record keeping duties, transcription and reprographic related duties.
- 4) Transcribe business letters and memos.
- 5) Understand and use appropriate time management techniques.
- 6) Complete assignments by applying technical and human relations skills to acceptable office standards.
- 7) Apply thinking skills to help understand problems and decision making.

Transferability

N/A

Grading Criteria:

<i>Filing Module</i>		<i>20%</i>
Filing Quizzes	10%	
Final Filing Quiz	10%	
<i>Transcription & Business Documents Module</i>		<i>20%</i>
Transcription Assignment	10%	
Workplace Mail & Correspondence Assignment	10%	
<i>Administrative Procedures Module</i>		<i>20%</i>
Telecommunications Assignment	10%	
Event Planning Assignment	10%	
<i>Human Relations Module</i>		<i>20%</i>
Human Relations Assignment	10%	
Ergonomics Assignment	10%	
<i>Portfolio</i>		<i>20%</i>

Late Assignments

Labs/cases, and assignments will not be accepted late unless prior arrangement has been made with your instructor. It is your responsibility as a student to keep track of deadlines and hand projects in on time. If a deadline cannot be made for whatever reason, **arrangements must be made before the deadline** and a new deadline will be arranged for this exception only (medical or other documentation may be asked to be provided).

Grades will be assigned on the Letter Grading System.

**Office Administration Department
Grading Conversion Chart**

Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A ⁺	4	90 – 100	EXCELLENT
A	4	85 – 89	
A ⁻	3.7	80 – 84	FIRST CLASS STANDING
B ⁺	3.3	76 – 79	
B	3	73 – 75	GOOD
B ⁻	2.7	70 – 72	
C ⁺	2.3	67 – 69	SATISFACTORY
C	2	64 – 66	
C ⁻	1.7	60 – 63	
D ⁺	1.3	55 – 59	MINIMAL PASS
D	1	50 – 54	
F	0	0 – 49	FAIL

Course Schedule/Timeline:

Week	Date	Activity	Date	Activity
1			Thurs. Sept. 2	Course Outline Course Policy
2	Tues. Sept. 7	Filing Box Set-Up Filing – Read Rules 1-5 Exercises 1-6	Thurs. Sept. 9	Filing Quiz #1 Filing – Read Rules 6-10 Exercises 7-13
3	Tues. Sept. 14	Filing Quiz #2 Filing – Read Alphabetic Exercises 17-19	Thurs. Sept. 16	Filing Quiz #3 Filing – Read Subject Correspondence Exercises 20-22
4	Tues. Sept. 21	Filing Quiz #4 Filing – Read Geographic Exercises 25-26	Thurs. Sept. 23	Filing Quiz #5 Filing – Read Numeric Filing Exercises 27-28 Filing Quiz #6
5	Tues. Sept. 28	Final Filing Quiz	Thurs. Sept. 30	Telecommunications Ch. 5
6	Tues. Oct. 5	Telecommunications Ch. 8 Telephone Assignment Due	Thurs. Oct. 7	Workplace Mail & Copying Ch. 6
7	Tues. Oct. 12	Correspondence Ch. 11	Thurs. Oct. 14	Event Planning Ch. 9 Workplace Mail & Correspondence Assignment Due
8	Tues. Oct. 19	Event Planning Ch. 9	Thurs. Oct. 21	Event Planning Ch. 10
9	Tues. Oct. 26	Transcription Module Event Planning Assignment Due	Thurs. Oct. 28	Transcription Module
10	Tues. Nov. 2	Transcription Module	Thurs. Nov. 4	Transcription Module Transcription Assignment Due
11	Tues. Nov. 9	Human Relations & Front Line Reception	Thurs. Nov. 11	NO CLASS Remembrance Day
12	Tues. Nov. 16	Human Relations Ch. 1	Thurs. Nov. 18	Human Relations Ch. 1
13	Tues. Nov. 23	Ergonomics Ch. 4 Human Relations Assignment Due	Thurs. Nov. 25	Ergonomics Ch. 4
14	Tues. Nov. 30	Portfolio Ergonomics Assignment Due	Thurs. Dec. 2	Portfolio
15	Tues. Dec. 7	Portfolio Due		

Statement on Plagiarism:

Plagiarism is unacceptable and the penalty is severe. It can result in a forced withdrawal from the college and a permanent record on your transcript, or an automatic failing grade in the course. (See college calendar, p.48-49)

The instructor reserves the right to use electronic plagiarism detection services.

Department of Office Administration

Policy on Cell Phones, Other Personal Electronic Devices & Social Media

Users of cell phones and other personal electronic devices must be attentive to the needs, sensibilities and rights of other members of the College community. The use of these devices must not disrupt the functions of the College overall and its classrooms and labs. Instructors have the right to have strict individual policies related to cell phones in order to provide and maintain a classroom environment that is conducive to learning and the respect of others.

Cell phones, PDA's and pagers must be turned off and placed out of sight in classrooms and computer labs during instructional time. Devices can only be turned on and set to silent mode with the expressed consent of individual instructors. Sending or receiving text messages or gaming on a cell phone during class is not acceptable. In addition, cell phones and other personal electronic devices incorporating cameras must be turned off and out of sight in any area in which individuals have reasonable expectations of privacy. This includes classrooms and computer labs.

When class and lectures begin, please refrain from online activities that do not bring value to your learning and content being discussed. Think of personal time online in the same way employers view personal phone calls and emails at work. Instructors may utilize software monitoring programs or limit access to online applications during class time to eliminate distractions at your individual workstations. Instructors may have penalties for violations of this policy.

Some instructors may have penalties for violations. If cell phones, pagers, calculators, recorders, digital cameras, PDA's MP3 players or other personal electronic devices are used inappropriately for the purposes of cheating or academic dishonesty, then students who do so will be penalized appropriately under the Academic Honesty policy of Grande Prairie Regional College.