



DEPARTMENT OF OFFICE ADMINISTRATION

COURSE OUTLINE – FALL 2012

OA1210 ADMINISTRATIVE OFFICE PROCEDURES I – 3 (3-0-0) 45 HOURS

INSTRUCTOR: Doris Hoveland **PHONE:** 780.539.2205
OFFICE: C209 **E-MAIL:** dhoveland@gprc.ab.ca

OFFICE HOURS: Monday 11:30-1:00 & Thursday 10:00-11:30 or by appointment

PREREQUISITE(S)/COREQUISITE: None

REQUIRED TEXT/RESOURCE MATERIALS:

Kilgour et al. (2010). *Administrative Procedures for the Canadian Office* (8th ed.). Toronto: Pearson Canada.

Stewart, J. & Trent, B. (2007). *Gregg Quick Filing Practice* (5th ed.). McGraw-Hill Ryerson.

CALENDAR 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 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 and reprographic related duties.
4. Understand and use appropriate time management techniques.

5. Complete assignments by applying technical and human relations skills to acceptable office standards.
6. Applying thinking skills to help understand problems and decision making.

GRADING CRITERIA:

Job Success Skills	10%
Filing Module	25%
Human Relations Module	25%
Administrative Procedure Module	30%
Job Shadowing and Volunteer Hours	10%

Late assignments and missed quizzes will result in a grade of 0 unless prior arrangements have been made with your instructor. Grades will be assigned on the alpha grading system.

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C⁻	1.7	60 – 62	
D⁺	1.3	55 – 59	MINIMAL PASS
D	1.0	50 – 54	
F	0.0	0 – 49	FAIL
WF	0.0	0	FAIL, withdrawal after the deadline

STUDENT RESPONSIBILITIES:

Job Success Skills:

Job success skills are demonstrated through regular attendance and punctuality, timely completion of work, maintaining a high standard of work and professionalism, an ability to work both independently and collaboratively, and being present and attentive while in class. Failure to demonstrate any of these skills will result in a loss of job success skills marks for each occurrence.

Social networking and cell phone use during class time are not examples of successful job skills and will result in a loss of marks in this area for each occurrence.

Cell Phone Policy:

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 and iPods **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.

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.

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at www.gprc.ab.ca/about/administration/policies/**

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