



Grande Prairie Regional College

School of Health, Wellness and Career Studies

Department: Office Administration

COURSE OUTLINE – Fall 2008

OA 1210 3 (3-0-0) 45 Hours Administrative Procedures I

Instructor Garth Finlay

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Office Monday – Thursday 1:00 –

Hours 2:30

Prerequisite(s)/corequisite(s):

None

Required Text/Resource Materials:

Blaney, Fulton-Calkins, Office Procedures for Administrative Professionals, Thomson Nelson

Stewart, Trent, Gregg Quick Filing Practice 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, office commerce and keeping records (introductory double-entry bookkeeping).

Credit/Contact Hours:

3 credit/ 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. Transcript 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:

NA

Grading Criteria:

Filing Quizzes- 6 at 1.67%	10%
Final Filing Quiz	20%
Human Relations Quiz	15%
Telecommunications Assignment	15%
Transcriptions Assignment	15%
Field Visit Report	20%
Job Success Skills	5%

Late assignments will receive a grade of 0 unless prior arrangements have been made with the instructor.

Job success skills will be demonstrated through regular attendance and punctuality, timely completion of work, maintaining a high standard of work and an ability to work both independently and collaboratively.

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:

Day	Activity	Required Reading	Assignment
September 5	Introduction		
9	Filing	Rules 1 – 5	Exercises 1 – 6
11	Filing	Rules 6 – 10	Quiz 1 (At start of class) Exercises 7 – 13
16	Filing	Rules 11 – 12 & card filing	Quiz 2 (At start of class) Exercises 14 – 16
18	Filing	Alphabetic correspondence filing	Quiz 3 (At start of class) Exercises 17 – 19
23	Filing	Subject correspondence filing	Quiz 4 (At start of class) Exercises 20 – 22
25	Filing	Electronic filing; Geographic filing	Quiz 5 (At start of class) Exercises 23 – 26
30	Filing	Numeric Filing	Quiz 6 (At start of class) Exercises 27 – 28
October 2	Final Filing Quiz		
7	Human Relations	Office Procedures Chapter 1	Credit Blues Case
9	Human Relations		Bounce Back Case
14	Human Relations	Office Procedures Chapter 5	Decision Case
16	Human Relations		Choice Case
21	Human Relations Quiz		
23	Telecommunications	Office Procedures Chapter 8/ A Ring A Ling on Your Ding A Ling	
28	Telecommunications videos		

Day	Activity	Required Reading	Assignment
30	Telecommunications assignment		Telecommunications assignment
November 4	Transcription		
6	Transcription		
13	Transcription		Transcription due
18	Photocopier & faxing	Office Procedures Chapter 10	
20	Photocopier & faxing		
25	Field visits		
27	Field visit report		
December 2	Office commerce & keeping records	Office Procedures Chapters 11 - 12	
4	Office commerce & keeping records		

Statement on Plagiarism:

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

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)

Department of Office Administration
Policy on Cell Phones and Other Personal Electronic Devices

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.

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.