



Grande Prairie Regional College

Office Administration

COURSE OUTLINE – FALL 2011

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

Instructor Garth Finlay

Phone 780-539-2988

Office C209

Text 780-897-0306

Office Hours Mon. 1:30 – 3:00
Wed. 1:00 – 2:30
Or by appointment

E-mail gfinlay@gprc.ab.ca

Prerequisite(s)/corequisite(s):

None

Required Text/Resource Materials:

Kilgour, Lauralee. Administrative Procedures for the Canadian Office Eighth Edition, Pearson Canada

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, and office commerce.

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, 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:

NA

Grading Criteria:

Course Outline Quiz	5%	Filing Quizzes	10%
Final Filing Quiz	15%	Telecommunications	10%
Transcription	10%	Minutes	10%
Portfolio	30%	Job Success Skills	5%
		Volunteer Hours	5%

Job Success Skills

Job success skills are demonstrated through regular attendance and punctuality, timely completion of work, maintaining a high standard of work, 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 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 each occurrence.

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 original deadline** and a new deadline will be arranged for this exception only.

****Each assignment must be completed and submitted in order to pass the course. Any missed assignments must be made up before the end of the course.****

Returning Assignments

If you are not present when assignments are returned you must pick them up on your own time in C209 (Garth's office). Any unclaimed assignments will receive a grade of 0% at the end of the semester.

Final grades will be assigned on the Letter Grading System.

**Office Administration
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	Activity	Assignment Due Date
Sept. 8	Course Outline and Handouts	Course Outline Quiz
13, 15	Filing: Read Rules 1 – 5 & 6 – 10	
20, 22	Filing: Read Rules 11 – 12 & Alphabetic Correspondence	
27, 29	Filing: Read Subject Correspondence and e-filing	
Oct. 4, 6	Filing: e-filing	Final Filing Quiz on October 6
11, 13	Workplace Mail and Copying	
18, 20	Telecommunications	
25, 27	Telecommunications	Telephone Assignment on October 25
Nov. 1, 3	Transcription Module	
8, 10	Transcription Module	
15, 17	Portfolio Prep	Transcription Assignment due on November 15
22, 24	Event Planning	
Nov. 29, Dec. 1	Event Planning	Minutes Assignment on December 1
6, 8	Portfolio	Portfolio due on December 9
Final Exam TBA		

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.