



# Grande Prairie Regional College

## Office Administration

### COURSE OUTLINE – WINTER 2010

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

<b>Instructor</b>	Garth Finlay	<b>Phone</b>	780-539-2988
<b>Office</b>	C209	<b>Text</b>	780-897-0708
<b>Office Hours</b>	Mon. 10:00 – 12:00 Tue. 1:00 – 2:30 Or by appointment	<b>E-mail</b>	<a href="mailto:gfinlay@gprc.ab.ca">gfinlay@gprc.ab.ca</a>

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#### **Prerequisite(s)/corequisite(s):**

None

#### **Required Text/Resource Materials:**

Fulton-Calkins, Stulz, Procedures & Theory for Administrative Professionals, South-Western Cengage Learning

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:**

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

## **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 is not an example 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 can not 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**

Each assignment will be returned in class one time only. If you are not present when assignments are returned you must pick them up on your own time in C209. Any unclaimed assignments will receive a grade of 0% at the end of the semester.

Grades will be assigned on the Letter Grading System.

**Office Administration  
Grading Conversion Chart**

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

**Course Schedule/Timeline:**

<b>Week</b>	<b>Wednesday</b>	<b>Friday</b>
Jan. 4 – 8	Introduction	<b>Course Outline Quiz</b> Filing – Read Rules 1 – 5
11 – 15	Filing – Read Rules 6 – 10	Workplace Mail and Copying
18 – 22	Filing – Read Rules 11 & 12	Workplace Mail and Copying
25 – 29	Filing – Read Alphabetic Correspondence	Workplace Mail and Copying <b>Office Visit</b>
Feb. 1 – 5	Filing – Read Subject Correspondence	Telecommunications
8 – 12	Filing – Read e-filing	Telecommunications
15 – 19	Filing – e-filing	Telecommunications <b>Telephone Assignment</b>
22 – 26	Final Filing Quiz	Transcription Module
Mar. 1 – 5	Transcription Module	Winter Break – No Classes
8 – 12	Winter Break – No Classes	Winter Break – No Classes
15 – 19	Transcription Module	Transcription Module <b>Transcription Assignment Due</b>
22 – 26	Event Planning	Event Planning
Mar. 29 – Apr. 2	Event Planning	Good Friday – No Classes
5 – 9	Event Planning	Portfolio/Final Exam Prep
12 – 16	Portfolio/Final Exam Prep	No Classes <b>Portfolio Due</b>

**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.