



Grande Prairie Regional College

Office Administration

COURSE OUTLINE – Fall 2013

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

Instructor	Kelly Coulter	Phone	780-539-2988
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Office Hours	M & W 11:30 - 2:00	Class	T & R A305 8:30 – 9:50

Prerequisite(s)/corequisite(s):

None

Required Text/Resource Materials:

Administrative Procedures for the Canadian Office – Kilgour et al. 9th Edition. Prentice Hall

Quick Filing Practice 5th edition. Stewart & Trent., McGraw Hill

Description:

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

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:

<i>Filing Module</i>	30%
<i>Administrative Procedures, Human Relations, & Office</i>	35%
<i>Business Document Processing</i>	
<i>Community Citizenship/Volunteer</i>	10%
<i>Job Shadowing Assignment</i>	15%
<i>Job Success Skills</i>	10%

- the student will demonstrate job success skills through:
- Regular attendance and punctuality
- Timely completion of work
- Maintaining a high standard of work and professionalism
- Ability to work both independently and collaboratively

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

**Department of Office Administration
Policy on Cell Phones and Social Media Applications**

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 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.

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)