



Grande Prairie Regional College

School of Business

Department: Administrative Technology

COURSE OUTLINE – WINTER 2007

OA 1210 - 3 (3-0-0)

Instructors	Kelly Coulter	E-mail	kcoulter@gprc.ab.ca
Phone	539-2829	Office	E309
Office Hours	M 1:30 – 2:30 T-R 8:30 – 10:00		

Prerequisite(s)/co requisite(s):

None

Required Text/Resource Materials:

Administrative Procedures for the Canadian Office – Kilgour et al. 7th Edition. Prentice Hall

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

Supplies:

Headsets or earphones for transcription.

4 file folders

1" 3 ring binder

Description:

This course studies the processing of information in a business office. Students are prepared for employment in today's office by participating in hands on training in the areas of office systems, business communication systems, information processing technology, and procedures. Students are introduced to human relation concepts which enhance career planning and preparation.

Credit/Contact Hours:

3 credits – 45 hours

Delivery Mode(s):

This course will take place in a computer lab setting where each student will work independently at an assigned workstation. Lectures will occur at the beginning of each class.

Objectives: The students 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, communication methods, 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 skills to acceptable office standards.
7. Apply thinking skills to help understand problems and decision making.

Course Policy:

1. *Attendance is required and will be taken at each class. If you are ill, please call your instructor. More than 3 missed classes is considered excessive absences and may result in a recommendation of "Debarred from Exam." (See College calendar, p. 40)*
2. *In-class tests, mid-terms, and final exams must be completed at the scheduled times. Alternate or individualized examination times will not be considered. Failure to complete examinations at the scheduled times will result in a grade of zero (0).*
3. Assignments are due on the dates set by the instructor.
4. Plagiarism will not be tolerated.

The penalty for plagiarism is SEVERE. It can consist of EXPULSION from the institution or receiving a grade of ZERO on a course. DON'T do it!!!

5. All assignments, in-class work, quizzes and exams must be completed throughout the semester in order to complete a course. Attempting missed assignments and tests at the end of the course will not be considered.

Please read your Rights & Responsibilities as well as Regulations and Policies beginning on page 43 of your College Calendar. Be familiar with what you can expect from your course and instructor, as well as what you are responsible for.

GRADING:

Filing Module	20%
Transcription Module & Proofreading	20%
Office Technology Module	20%
Administrative Procedures Module	20%
Human Relations	20%

Grading Criteria:

Grades will be assigned on the Letter Grading System.

**Administrative Technology 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