

Grande Prairie Regional College
Administrative Technology
Course Outline
OA 1210 A2 / B2 (3) (0-0-3)
Administrative Procedures I

Prerequisite: None

Session Fall 2004

Details: Tuesday and Thursday 10 – 11 :20

Instructors: Sharron Barr E-mail sbarr@gprc.ab.ca
Office Hours: MWF 1 – 2 & T R 2:30 – 3:30
Office: TBA

Evans Forsyth E-mail: forsyth@gprc.ab.ca
Office Hours: TBA
Office: C415 539-2009

NOTE: This course is team-taught.

Text:

Your Attitude is Showing, Chapman, O’Neil. Scarborough, ON, Prentice Hall.

Quick Filing Practice 4th Canadian Edition, Stewart, Jeffery, McGraw-Hill
Ryerson

Making Your Mark 6th Edition, Fraser, Lisa. Port Perry, ON, LDF Publishing
Inc.

Delivery Mode: Lecture / Lab

Course Description: Reviews the processing of information in a business office. Provides preparation work in today’s office by introducing offices system, business communication systems, information processing technology, and procedures. Prepares students to become more sensitive and self-conditioned in order to enhance successful career planning.

**Course
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 reception, telephone related duties, banking and record keeping duties 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.

Grading: **Daily attendance is essential!!** Most concepts are covered in class time, however not all assignments can be completed in class time. Students are responsible for completing assignment outside of class time and for reading assigned text chapters before the material is taken up in class. Quizzes may be given on chapter material without advance notice.

Human Relations Module

Test I Chapters 1 – 6 Your Attitude is Showing	5%
Test II Chapters 7 – 12 Your Attitude is Showing	5%
Test III Chapter 13 – 17 Your Attitude is Showing	5%
Workbook Exercises (credit / no credit)	5%

Filing Module

Quiz 1 Alphabetic Filing Rules Personal Names	1%
Quiz 2 Alphabetic Filing Rules Business Names	1%
Quiz 4 Alphabetic Correspondence Filing	1%
Quiz 6 Geographic & Numeric Filing	1%
Field Trip Assignment	1%
Filing Test (all rules)	5%

Telecommunications Module

Production Assignment – Receiving Telephone Calls	2%
Production Assignment – Placing Telephone Calls	2%
Production Assignment – Telephone Services	2%
FAXING Assignment	2%
Special Reports – Telus Special Services	2%

Front-Line Reception Module

Production Assignment – Scheduling Appointments	2%
Special Reports – Stationery Appointment Calendar	2%

Transcription and Reprographics Module

Transcription Documents	10%
Reprographics Production Assignment	1%

Banking and Record Keeping Module 15%

Final Exam Comprehensive 30%

**Course
Policy:**

1. Attendance is required and will be taken at each class. If you are ill, please call you instructor. More that 3 missed classes may result in a recommendation of “Debarred from Exam.” (See College calendar)
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. If you miss a class, have a classmate call you with your assignments. You are responsible for any work missed.
4. Assignments are due on the dates set by the instructor. Assignments may be handed in early, but only in exceptional circumstances may assignments be handed in late.
5. If you miss an in-class or homework assignment, you receive a zero (0) for that assignment. Some of these assignments may be unannounced before that date.
6. Plagiarism will not be tolerated.
7. All assignments must be completed in order to complete a course and qualify to write the final exam.
8. Keep your work up-to-date. If you are absent, phone your study partner to find out what work you missed.

Study Partner’s Name _____

Study Partner’s Phone Number _____

Read your Rights & Responsibilities on page 32-42 of the College Calendar.

ADMINISTRATIVE PROCEDUES I

COURSE SCHEDULE

A / B SECTIONS

SEPTEMBER 2004	
Tuesday	Thursday
<p style="text-align: right;">7th</p> <p>DEPARTMENT ORIENTATION</p>	<p style="text-align: right;">9th</p> <p>Course Outline Course Schedule Course Policy Volunteer Work Contract Requirement Modularized Component Group Assignments Introductory Human Relations Lecture Read: Your Attitude is Showing Chapters 1 & 2 & 3 & 4</p>
<p style="text-align: right;">14th</p> <p>Human Relations Lecture II Positive Attitudes & Productivity Do Workbook Exercises Chapters 1-4 Read: Your Attitude is Showing Chapters 5-6</p>	<p style="text-align: right;">16th</p> <p>Review Chapters 1 - 4 Workbook Ex. Human Relations Lecture III Vertical and Horizontal Working Relationships Do Workbook Exercises Chapters 5 & 6</p>
<p style="text-align: right;">21st</p> <p>Review Workbook Exercises 5 & 6 Overview of Test I Chapters 1 - 6 Human Relations Lecture IV Your Most Important Working Relationship Read: Chapters 7, 8, & 9 Do Workbook Exercises</p>	<p style="text-align: right;">23rd</p> <p>Review Workbook Exercises 7, 8 & 9 Human Relations Lecture V The Winning Team Read: Chapters 10, 11, 12 Do Workbook Test I Chapters 1 - 6</p>
<p style="text-align: right;">28th</p> <p>Review Test I Review Chapters 10, 11, 12 Exercises Review Test II Chapters 7 - 12 Human Relations Lecture VI Succeeding on the New Job & Critical Employability Skills Read: Chapters 13, 14, 15, 16, 17 Do Workbook</p>	<p style="text-align: right;">30th</p> <p>Review Chapters 13, 14, 15, 16, 17 Workbook Review Test II Chapters 13-17 Do Test II Chapters 7 - 12</p>

OCTOBER 2004

Tuesday	Thursday
5 th	7 th
Review Test II Do Test III Chapters 13 - 17	Review Test III Chapter 13 - 17 Information Management Lecture Quick Filing Practice Day One Alphabetic Indexing Rules Personal Names DO: Exercises 1 - 6
12 th	14 th
Review QFP Exercises 1-6 Do Quiz 1 - Mark Alphabetic Indexing Rules Business Names & Cross Referencing (notes) DO: Exercises 7 - 13	Review Exercises 7 - 13 Quiz II Mark Alphabetic Correspondence Filing DO: Exercises 17 - 20
21 st	22 nd
Review Exercises 17 - 20 Do Quiz 4 Mark Subject Correspondence Filing DO: Exercises 21 & 22	Review Exercises 21 & 22 Geographic Card Filing DO: Exercises 25 & 26 Review Numeric Card Filing DO: Exercises 27 & 28
28 th	30 th
Review Exercises 27 & 28 Quiz 6	Filing Final Exam

NOVEMBER 2004

Tuesday	Thursday
<p style="text-align: right; margin-right: 20px;">2nd</p> <p>A'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p> <p style="text-align: right;">B'S Banking Transactions & Introduction to Record Keeping</p>	<p style="text-align: right; margin-right: 20px;">4th</p> <p>A'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p> <p style="text-align: right;">B'S Banking Transactions & Introduction to Record Keeping</p>
<p style="text-align: right; margin-right: 20px;">9th</p> <p>A'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p> <p style="text-align: right;">B'S Banking Transactions & Introduction to Record Keeping</p>	<p style="text-align: right; margin-right: 20px;">11th</p> <p>A'S No Classes</p> <p style="text-align: right;">B'S No classes</p>
<p style="text-align: right; margin-right: 20px;">16th</p> <p>A'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p> <p style="text-align: right;">B'S Banking Transactions & Introduction to Record Keeping</p>	<p style="text-align: right; margin-right: 20px;">18th</p> <p>A'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p> <p style="text-align: right;">B'S Banking Transactions & Introduction to Record Keeping</p>
<p style="text-align: right; margin-right: 20px;">23rd</p> <p>A'S Banking Transactions & Introduction to Record Keeping</p> <p style="text-align: right;">B'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p>	<p style="text-align: right; margin-right: 20px;">25th</p> <p>A'S Banking Transactions & Introduction to Record Keeping</p> <p style="text-align: right;">B'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p>
<p style="text-align: right; margin-right: 20px;">30</p> <p>A'S Banking Transactions & Introduction to Record Keeping</p> <p style="text-align: right;">B'S Telecommunications in the Office Front-line Reception Transcription & Reprographics</p>	

DECEMBER 2004

DECEMBER 2004	
Tuesday	Thursday
	2 nd A'S Banking Transactions & Introduction to Record Keeping B'S Telecommunications in the Office Front-line Reception Transcription & Reprographics
A'S Banking Transactions & Introduction to Record Keeping 7 th B'S Telecommunications in the Office Front-line Reception Transcription & Reprographics	A'S Banking Transactions & Introduction to Record Keeping 9 th B'S Telecommunications in the Office Front-line Reception Transcription & Reprographics

**FINAL EXAM TO BE SCHEDULED
FINAL EXAM WEEK DECEMBER 13 - 17, 2004**