



# Grande Prairie Regional College

## Department of Office Administration

### COURSE OUTLINE – WINTER 2011

#### OA 1220 A3 Administrative Procedures II 3 (3-0-0)

|                     |  |              |  |
|---------------------|--|--------------|--|
| <b>Instructor</b>   | Wendy Campeau                              | <b>Phone</b> | (780) 539-2988   |
| <b>Office</b>       | C209                                       | <b>Email</b> | <a href="mailto:wcampeau@gprc.ab.ca">wcampeau@gprc.ab.ca</a> |
| <b>Office Hours</b> | M/W: 11:30am – 1:00pm<br>Or by appointment | <b>Class</b> | T/R: 8:30 – 9:50<br>Rm. A305                                 |

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#### **Prerequisite(s)/Co-requisite(s):**

None

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

- 1) Kilgour et al. ***Administrative Procedures for the Canadian Office***, 8<sup>th</sup> Edition. Prentice Hall.
- 2) Gardonio, Stella. ***PowerPoint 2007 – Simple & Easy***, 2<sup>nd</sup> Edition. Logitell Publishing Inc.
- 3) Rechoum, Naziha. ***Outlook 2007 – Simple & Easy***, 2<sup>nd</sup> Edition. Logitell Publishing Inc.

#### **Description:**

This course focuses on handling electronic mail (Outlook 2007) and traditional mail, front line reception/scheduling and electronic calendar systems (Outlook 2007), and internet travel arrangements. Students will also study and research employment strategies, prepare a critical employability skills portfolio and resume, and participate in a simulated job interview.

#### **Credit/Contact Hours:**

3 credits/ 45 contact hours

#### **Delivery Mode(s):**

Lab/Lecture

## **Objectives:**

Upon completion of the course students will obtain the following skills:

- 1) To use and understand basic commands, functions and capabilities of electronic mail and scheduling.
- 2) To use and understand basic commands, functions and capabilities of presentation software.
- 3) To prepare a skills portfolio that verifies and demonstrates learned office skills.
- 4) To research, apply for and succeed in a variety of employment situations.

## **Grading Criteria:**

|                         |     |
|-------------------------|-----|
| Outlook Assignments     | 10% |
| PowerPoint Assignments  | 10% |
| Job Search Presentation | 20% |
| Resume                  | 10% |
| Cover Letter            | 10% |
| Portfolio               | 30% |
| Job Success Skills      | 10% |

## **Late Assignments:**

Late assignments will result in a grade of 0 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 deadline** and a new deadline will be arranged for this exception only (medical or other documentation may be asked to be provided).

## **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.

Use of social networking programs and cell phones during class time is not an example of successful job skills and will result in a loss of marks in this area each occurrence.

## **Statement on Plagiarism:**

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.44-45)

The instructor reserves the right to use electronic plagiarism detection services.

## **Department of Office Administration**

### **Policy on Cell Phones, Other Personal Electronic Devices & Social Media:**

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.

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.

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.

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

## Course Schedule/Timeline:

| Week | Date             | Activity  | Required Reading  | Assignment  |
|------|------------------|---|---|---|
| 1    | Jan. 3 – 7       | Course Introduction & Course Outline                                      |   | <b>Intro to Moodle</b>  |
| 2    | Jan. 10 – 14     | Outlook<br>- Incoming/Outgoing Mail<br>- Exercises Ch. 2 - 4              | <i>Admin. Proc.</i><br>- Ch. 6 p. 121 – 145<br><i>Outlook</i><br>- Ch. 2 – 4 p. 14 - 85     | <b>Outlook Assignment 1</b><br>- Theory Questions<br>Ch. 2 – 4 pgs. 218 - 221<br><b>Due Sun. Jan. 16</b>      |
| 3    | Jan. 17 – 21     | Outlook<br>- Contacts, Appointments & Scheduling<br>- Exercises Ch. 5 & 6 | <i>Admin. Proc.</i><br>- Ch. 8 p. 198 - 211<br><i>Outlook</i><br>- Ch. 5, 6 & 7 p. 86 - 165 | <b>Outlook Assignment 2</b><br>- Theory Questions<br>Ch. 5 & 6 pgs. 222 - 224<br><b>Due Sun. Jan. 23</b>      |
| 4    | Jan. 24 – 28     | PowerPoint<br>- Creating a presentation<br>- Exercises Ch. 2 - 8          | <i>PowerPoint</i><br>- Ch. 2 – 8 p. 18 - 111  | <b>PowerPoint Assignment 1</b><br>- Theory Questions<br>Ch. 3 – 8 pgs. 288 - 290<br><b>- Due Sun. Jan. 30</b> |
| 5    | Jan. 31 – Feb. 4 | PowerPoint<br>- Applying additional formatting<br>- Exercises Ch. 9 - 16  | <i>PowerPoint</i><br>- Ch. 9 – 16 p. 112 - 257  | <b>PowerPoint Assignment 2</b><br>- Theory Questions<br>Ch. 9 – 16 pgs. 291 - 295<br><b>- Due Sun. Feb. 6</b> |
| 6    | Feb. 7 – 11      | Job Search Skills   | - Handouts  | <b>PowerPoint Presentation</b><br>- 5 – 10 minute group PowerPoint presentation on topic of your choosing     |
| 7    | Feb. 14 – 18     | PowerPoint Presentation Work Periods                                      |   | - Work with your group on your PowerPoint presentation  |
| 8    | Feb. 21 – 25     | <b>Winter Break – No Classes</b>  |   |   |
| 9    | Feb. 28 – Mar. 4 | PowerPoint Presentations  |   | <b>PowerPoint Presentations</b><br><b>Due Tues. Mar. 1 &amp; Thurs. Mar. 3</b>                                |
| 10   | Mar. 7 – 11      | Introduction to Portfolios<br>Interview Skills                            | - Handouts  | <b>Portfolios</b><br>- Includes revised resume and cover letter<br><b>Due Tues. Apr. 12</b>                   |
| 11   | Mar. 14 – 18     | Resumes<br>- Writing an effective resume                                  | - Handouts  | <b>Resume</b><br><b>Due Sun. Mar. 20</b>  |
| 12   | Mar. 21 – 25     | Cover Letters<br>- Writing an effective cover letter                      | - Handouts  | <b>Cover Letter</b><br><b>Due Sun. Mar. 27</b>  |
| 13   | Mar. 28 – Apr. 1 | Mock Interviews<br>- When not being interviewed, work on Portfolio        |   |   |
| 14   | Apr. 4 – 8       | Mock Interviews<br>- When not being interviewed, work on Portfolio        |   |   |
| 15   | Apr. 11 – 15     | Portfolio   |   | <b>Portfolios</b><br>- Include revised resume and cover letter<br><b>Due Tues. Apr. 12</b>                    |