



Grande Prairie Regional College
Department of Office Administration

COURSE OUTLINE – WINTER 2013
OA 1220 A3 Administrative Procedures II 3 (3-0-0)

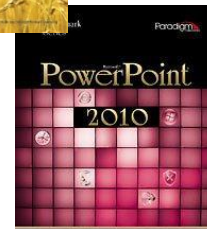
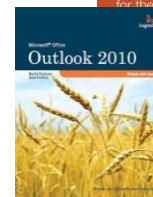
Instructor	Sharron Barr	Phone	(780) 539-2979
Office	C203 or A313B	Email	sbarr@gprc.ab.ca
Office Hours	M – F 1 – 2 p.m. Or by appointment	Class	T/R: 8:30 – 9:50 Rm. A305

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

None

Required Text/Resource Materials:

- 1) *Kilgour et al. **Administrative Procedures for the Canadian Office**, 8th Edition. Prentice Hall.*
- 2) *Rechoum, Naziha. **Outlook 2010 – Simple & Easy**, Logitell Publishing Inc. ISBN 978-89580-602-8*
- 3) *Rutkowsky, **PowerPoint 2010 Benchmark Series**, EMC Paradigm, 2011 ISBN*



Description:

This course focuses on handling electronic mail (Outlook 2010) and traditional mail, front line reception/scheduling and electronic calendar systems (Outlook 2010), transcription, presentations (PowerPoint 2010) and internet travel arrangements.

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. NOTE: Advanced commands covered in OA2101 Diploma Year
- 2) To use and understand basic commands, functions and capabilities of presentation software. NOTE: Advanced Commands covered in OA2101 Diploma Year
- 3) To prepare a skills portfolio that verifies and demonstrates learned office skills.
- 4) To plan and prepare a business trip.
- 5) To research, apply for and succeed in a variety of employment situations.

Grading Criteria:

Textbook Assignments	20%
Travel	
Traditional Mail	
Outlook Assignments	20%
PowerPoint Assignments	20%
Midterm Exam	20%
Job Search (Portfolio and Interview)	20%

All assignments must be complete in order to receive a grade and qualify to write the final exam in this course.

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**

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

Course Schedule/Timeline (revised as at January 15, 2013)

WEEK	JANUARY	
	MONDAY	WEDNESDAY
1		<p>10</p> <p>Course Outline & Schedule Lecture I: Traditional and Electronic Mail Read Chapter 6 – Incoming and Outgoing Mail Assigned Tasks: Questions for Study and Review p. 148 Due; MONDAY, January 14, 2013</p> <p>Resumes Overview Portfolios Overview</p>
2	<p>14</p> <p>Outlook Day 1 Lecture II: Electronic Mail Overview Chapters 1 – 6 Assigned work: OUTLOOK – Chapter 1, 2 Due: WEDNESDAY, January 30 Work day Assigned Tasks Mail Room Visit</p>	<p>16</p> <p>Assigned Tasks: Problem Solving 3 p. 147 Special Reports 1, 2, 3, 4, Production Challenges 6-A, 6-B, 6-C Due: Wednesday, January 30 Work day Assigned Tasks Mail Room Visit Assigned Work: OUTLOOK – Chapters 3, 4 Due: WEDNESDAY, JANUARY 30</p>
3	<p>21</p> <p>Assigned Work: OUTLOOK – Chapters 5, 6, 7, 8 Due: WEDNESDAY, FEBRUARY 6 Resume Draft 1 Due</p>	<p>23</p> <p>OUTLOOK AND MAIL WORK DAY</p>
4	<p>28</p> <p>Assigned Work: OUTLOOK Chapters 9, 10, 11, 12 Due: WEDNESDAY, FEBRUARY 6</p>	<p>30</p> <p>OUTLOOK AND MAIL WORK DAY</p>

WEEK	FEBRUARY	
	MONDAY	WEDNESDAY
5	Work Day Assigned Tasks Overview Midterm Exam	4 6 Work Day Assigned Tasks Overview Midterm Exam ALL OUTLOOK DUE – FINAL DEADLINE
6	11 OUTLOOK & MAIL MIDTERM DAY1	13 OUTLOOK & MAIL MIDTERM DAY 2 Resume Final Draft Due
7	WINTER BREAK	18 20 <i>Please Bring your PowerPoint Text for MONDAY after the Winter Break</i>
8	25 Return Midterm and Review PowerPoint Chapter 1,2 Due: WEDNESDAY, February 27	27 PowerPoint Chapter 1,2 Work Day

WEEK	MARCH	
	MONDAY	WEDNESDAY
9		
		4
	6	
	PowerPoint Chapter 3,4 Due: WEDNESDAY, March 6	PowerPoint Chapter 3,4 Work Day
10		
		11
	13	
	PowerPoint Chapter 5, 6 Due: WEDNESDAY, March 13	PowerPoint Chapter 5,6 Work Day
11		
		18
	20	
	PowerPoint Chapter 7,8 Due: WEDNESDAY, March 20	PowerPoint Chapter 7,8 Work Day
12		
		25
	27	
	Lecture III: Transcription Transcription Assignments Due: April 3 (Redos due April 8)	Job Search Lecture and Interview Assignments

WEEK		APRIL		
	MONDAY		WEDNESDAY	
13	Interviews	1	Interviews	3
14	Interviews	8	Interviews and Wrap-up	10
15		15		17
Final Exam Week			Portfolios Due	18 Final Exams begin