



**DEPARTMENT OF OFFICE ADMINISTRATION**

**COURSE OUTLINE – WINTER 2013**

**OA2720 OFFICE MANAGEMENT II – 3 (3-0-0) 45 HOURS**

**INSTRUCTOR:** Doris Hoveland                      **PHONE:** 780.539.2205  
**OFFICE:** C209    **E-MAIL:** dhoveland@gprc.ab.ca

**OFFICE HOURS:** M W F 8:00-9:00 or by appointment

**PREREQUISITE(S)/COREQUISITE:**  
OA2710

**REQUIRED TEXT/RESOURCE MATERIALS:**  
Quible, Z. (2005). *Administrative Office Management* (8<sup>th</sup> ed.). Prentice Hall.

**CALENDAR DESCRIPTION:**  
This course is a continuation of Office Management I. Topics covered will include appraising performance, analyzing and evaluating jobs, administering salaries, measuring output, improving productivity, quality and quantity control, and budgetary and cost control.

**CREDIT/CONTACT HOURS:** 3 Credits / 45 Hours

**DELIVERY MODE(S):** Lecture

**OBJECTIVES:**  
To assist students in forming a basic philosophy of administrative office management

**GRADING CRITERIA:**

Job Success Skills	10%
Assignments & Quizzes	40%
Presentations	30%
Final Project	20%

Late assignments and missed quizzes will result in a grade of 0 unless prior arrangements have been made with your instructor.

<b>GRANDE PRAIRIE REGIONAL COLLEGE</b>			
<b>GRADING CONVERSION CHART</b>			
<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4.0</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4.0</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>77 – 79</b>	
<b>B</b>	<b>3.0</b>	<b>73 – 76</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2.0</b>	<b>63 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 62</b>	
<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1.0</b>	<b>50 – 54</b>	
<b>F</b>	<b>0.0</b>	<b>0 – 49</b>	<b>FAIL</b>
<b>WF</b>	<b>0.0</b>	<b>0</b>	<b>FAIL, withdrawal after the deadline</b>

## **STUDENT RESPONSIBILITIES:**

### **Job Success Skills:**

Job success skills are demonstrated through regular attendance and punctuality, timely completion of work, maintaining a high standard of work and professionalism, 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 for each occurrence.

## **STATEMENT ON PLAGIARISM AND CHEATING:**

Refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at [www.gprc.ab.ca/about/administration/policies/\\*\\*](http://www.gprc.ab.ca/about/administration/policies/**)

\*\*Note: all Academic and Administrative policies are available on the same page.