



DEPARTMENT of BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Fall 2021

OA1215 (A2): CANADIAN OFFICE PROCEDURES – 3 (3-0-2) 75 Hours for 15 Weeks

Grande Prairie Regional College respectfully acknowledges that we are located on Treaty 8 territory, the traditional homeland and gathering place for many diverse Indigenous peoples. We are honoured to be on the ancestral lands of the Cree, Dene/Beaver and Métis, whose histories, languages, and cultures continue to influence our vibrant community. We are grateful to have the opportunity to work, learn, and live on this land.

INSTRUCTOR: Janelle MacRae **PHONE:** 780-539-2215
OFFICE: C305 **E-MAIL:** jmacrae@gprc.ab.ca
OFFICE HOURS: Monday and Wednesday 10:00 – 11:30 AM

CALENDAR DESCRIPTION:

This modularized course covers the essential fundamentals of working in a professional office including: human relations, filing and records management, email records in Outlook, management of work, time and resources, Outlook Tasks and Calendar, organizational office structure and office layout, telephone and front-line reception, scheduling using Outlook Calendar, Tasks and Journalizing using Outlook, reprographics; meetings and conferences, Outlook Contacts and Meetings, in-coming and out-going mail, volunteerism, professional development; and employment strategies and job success skills.

PREREQUISITE(S)/COREQUISITE:

None

REQUIRED TEXT/RESOURCE MATERIALS:

1. **The Administrative Professional Technology and Procedures** Fourth Canadian Edition; Dianne S. Rankin, Kellie A. Shumack, Eva Turczyniak
ISBN: 9780176832186
2. **Beginning Human Relations** 1st Edition. This book is an OER (Open Educational Resource) and is provided free of charge.

DELIVERY MODE(S):

High Flex - This type of course gives students the option of attending sessions in the classroom, participating remotely, or doing both. Please note that some course components require onsite attendance.

Please note, if attending remotely via Zoom, students must have a computer with a webcam and reliable internet connection. Technological support is available through helpdesk@gprc.ab.ca

Note: GPRC reserves the right to change the course delivery.

Webcams must be always on during the duration of the class. This will require proper attire, a distraction-free area with minimal noise, adequate lighting, and reliable technology/internet connection. Students will be removed from the Zoom classroom that do not adhere to these requirements.

COURSE OBJECTIVES:

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations skills
2. filing and records management skills, systems and practices
3. work, time and resources management systems and practices using traditional procedures and office technology
4. organizational structure and office layout systems
5. telephone and front-line reception skills and best practices
6. reprographics equipment operation and effective reprographic systems
7. effective meetings and conference planning, management and follow-up skills and systems
8. electronic and traditional mail handling including Outlook
9. professional development as part of the office professional’s duties
10. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

Job Success Skills	5%
<ul style="list-style-type: none"> - Regular attendance and punctuality - Timely completion of quality work - Ability to work both independently and collaboratively - Participation in class and within groups 	
Volunteerism	5%
Human Relations and Office Procedures, including Records Management	45%
Outlook	15%
Employability Skills – Final Project	30%
<ul style="list-style-type: none"> - Search and Selection Team Project – 15% - Resume, Cover Letter, and Portfolio – 15% 	
	100%

GRADING CRITERIA:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100	C+	2.3	67-69
A	4.0	85-89	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome Start Human Relations	Get to know your Course - MyClass Page, Course Outline, Books - Volunteerism and Job Success Skills Beginning Human Relations Ch 1
2	Human Relations: Attitudes, Self-Esteem, Perceptions; Entering the Workforce	The Administrative Professional Ch 1 Beginning Human Relations Ch 1
3	Achieving Personal Success, Emotional Intelligence (EQ), Handling Change, and Management of Time, Work, and Resources	Beginning Human Relations Ch 2 The Administrative Professional Ch 2
4	Managing Stress and Communicating Effectively	Beginning Human Relations Ch 3 and 4
5	Developing Customer Focus, Office Technology, and Work Ethics	The Administrative Professional Chapters 4 and 6 Beginning Human Relations Ch 5 & 6 (specified pages)
6	Meetings and Conferences and Human Relations	Sources from The Administrative Professional and MyClass Attend Department Meeting! Beginning Human Relations Ch 7 & 9 (specified pages)
7	FALL BREAK	No Classes

Week	Topic	Reference & Readings
8	Travel Arrangements, Incoming and Outgoing Mail, and Human Relations	Sources from The Administrative Professional and MyClass Beginning Human Relations Ch 10 & 13 (specified pages)
9	Electronic Mail – Outlook 365	Sources on Brightspace
10	Electronic Mail – Outlook 365	Sources on Brightspace
11-12	Filing/Records Management	The Administrative Professional
13-15	Employment Strategies & Job Success Skills - Final Project	Sources on The Administrative Professional and Brightspace

STUDENT RESPONSIBILITIES:

To read, understand and comply with GPRC academic policies.

**** Note: All Academic and Administrative polices are available at <https://www.gprc.ab.ca/about/administration/policies>**

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Calendar at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <https://www.gprc.ab.ca/about/administration/policies>

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

POLICY ON CELL PHONES AND SOCIAL MEDIA APPLICATIONS

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.

TESTING AND EXAM POLICIES

All quizzes will be written as scheduled. **No rewrites will be given. If there is an excusable absence, an exemption will be given for that quiz. If the absence is not excusable, a grade of 0% will be given.** There is no final exam in this course.

DUE DATES: Work must be submitted to MyClass and/or the instructor by the due date and time given. No lates will be accepted.

EMAIL CORRESPONDENCE:

***All email correspondence must be sent from your GPRC student email account and must be professionally formatted (i.e., subject line filled in, proper greeting, spelling, and grammar check, etc.). Emails that do not follow the above requirements will not be responded to.**

SOFTWARE & NETWORK REQUIREMENTS

Application	
Web Browser	Google Chrome (with auto updates enabled)
Office Suite <i>*GPRC students receive a free Microsoft Office 365 license for Windows or macOSX</i>	Microsoft Office 2019/365

Internet	
DSL, Cable or LTE wireless internet	1.5Mbps upload, 1.5Mbps download

MINIMUM DEVICE REQUIREMENTS

Note: Students may experience some issues using Chromebooks with some applications. Chromebooks are NOT to be used for this course.

NOTE: A desktop or laptop computer is strongly recommended over tablet devices for participation in online meetings or online class sessions. iPhones or Android phones may provide minimum functionality, but are NOT recommended for participation in online sessions.

A device must meet or exceed the following specifications to participate in online courses at GPRC:

Platform	OS Version	Hardware Specs
Windows Desktops Windows Laptops Windows Tablets	Windows 10 Home Windows 10 Professional Windows 8 or 8.1 <i>*Windows 10S is not supported in S mode</i>	Dual-core CPU 2 GB RAM 64 GB storage 1280x768 display resolution Microphone Speakers or Headphones Web camera
Mac Desktops Mac Laptops	macOSX 10.13 or higher	Dual-core CPU 4 GB RAM 64 GB storage 1280x800 display resolution Microphone Speakers or Headphones Web camera
Chromebooks	ChromeOS with updates enabled	Dual-core CPU 2 GB RAM 16 GB storage Speakers or Headphones
iPad v3 or newer	iOS 7.0 or iPadOS 13	8 GB of free storage Speakers or Headphones
Android Tablet	Android 6.0	Dual-core CPU 1 GB RAM 8 GB of free storage 1280x800 display resolution Speakers or Headphones

COURSE MANAGEMENT SYSTEM

GPRC uses the “myClass” (D2L) online course management system.

To access myClass (D2L), visit <https://myClass.gprc.ab.ca/>

AUDIO/VIDEO CONFERENCING SOFTWARE:

GPRC uses the Zoom web-based audiovisual conference system. Zoom is a real-time virtual meeting environment that supports:

- Real-time audio/video discussion, with breakout rooms for small group discussion
- Text messaging, surveys and basic assessments
- Application and Desktop sharing
- A shared whiteboard with markup tools
- Recording of sessions for convenient playback

To take part in a zoom meeting (class), you will need a headset or speakers and a microphone. The first time that you connect to Zoom, you will be prompted to run through some set-up routines that will run automatically from the server. To participate in Zoom meetings, click on the meeting links that your instructor has set up within your myClass course space.