

## Office Administration Department Orientation

The Department of Business and Office Administration is excited to welcome you to the 2020/21 Academic Year. This year we face unique circumstances with Covid-19 and the transition to remote delivery, but our faculty has been working diligently since March to ensure your 2020/21 GPRC experience is a successful one.

The following Orientation document will provide you with a brief overview of the Office Administration program, introductions to our faculty, and tips for your academic success. For additional information, please contact Jessica King ([jkking@gprc.ab.ca](mailto:jkking@gprc.ab.ca)).

For up-to-date information and events, please follow the GPRC Department of Business and Office Administration Facebook Page: <https://www.facebook.com/GPRCBAAO>

### Faculty & Staff Introductions:



*Vanessa Sheane*, Dean of School of Health, Wellness & Career Studies

Vanessa Sheane is the Dean for the School of Health, Wellness, and Career Studies at GPRC. Vanessa has been with GPRC since 2012. She is a Registered Nurse with a Master's degree in Nursing Education from the University of Victoria. Her current Doctoral research focuses on the issues and challenges facing undergraduate nursing education. Vanessa is the Dean for four Academic Departments including: Business and Office Administration, Human Services, Nursing Education and Health Studies, and Physical Education and Kinesiology.



*Carly McLeod*, Chair / Instructor – Department of Business & Office Administration

Carly has a PhD in General Business Management focusing in Human Resources and Organization Behaviour. Carly has been an instructor at GPRC for 10 years teaching a variety of courses, including Organization Behaviour, Human Resources, Management Introduction to Management, and Business Communications. Carly would like to welcome everyone to the Department of Business and Office Administration!



*Jessica King*, Department Assistant - Department of Business & Office Administration

Jessica is a graduate of the Office Administration Diploma program. She joined the Business and Office Administration department in 2018 and has enjoyed helping the department run smoothly and efficiently. She has recently taken on the role of Department Assistant to the PEAK department as well and looks forward to assisting students and faculty in both departments.



*Dawn Greig*, Instructor – Department of Business and Office Administration

Dawn has a Master of Business Administration and is entering her third year instructing at the GPRC in the Office Administration program. She has instructed a variety of courses including Basic Bookkeeping, Business Communications II, MS Word Level 1, QuickBooks, and Canadian Office Procedures. Dawn extends a warm welcome to all students.



*Cara Leaf*, Instructor – Department of Business and Office Administration

Cara has a Master of Education with a focus in Education Technologies and a Bachelor of Management. She has been teaching at GPRC since 2003 instructing a variety of Microsoft Office courses, Business Communications, Canadian Office Procedures, Work Experience and Legal Procedures. Cara looks forward to meeting and working with all the new Office Administration students.



*Janelle MacRae*, Instructor – Department of Business and Office Administration

Janelle has a Bachelor of Administration and is working towards her Master of Business Administration. Janelle is certified as a Microsoft Office Specialist in Excel Expert, Word, and Outlook. She has been teaching at GPRC since 2016 instructing a variety of Microsoft Office courses, Skill Building, Canadian Office Procedures, and Work Experience. Janelle would like to welcome everyone to the Office Administration program. You will learn so much!

### **Remote Delivery**

Within the Business and Office Administration Department, the 2021 Winter Semester will be conducted through online delivery and remote delivery. Online courses are identified in the timetable as EC courses; for example, OA1030EC. For online courses, there is no scheduled course time and content is uploaded on the D2L course page in which students will review based on weekly deadlines.

Alternatively, remote delivery refers to synchronous learning following the published timetable. For example, OA1065A3 is scheduled Tuesday/Thursday 10:00 am-11:20 am and the instructor will be lecturing at this time through Zoom. Please ensure you are available for all your scheduled class times as Instructors will be reviewing attendance and may have participation marks attached to your attendance and participation in Zoom meetings.

### **Technology**

**Myclass:** Information regarding your course content, zoom meetings, and course expectations will be available on the Myclass course homepages. Ensure you log-in to <https://myclass.gprc.ab.ca/d2l/home> to access your Office Administration Courses.

**GPRC Email:** Each student is provided with a unique GPRC email address. Please ensure you are checking your email regularly. You can check your email by visiting the GPRC website (<https://www.gprc.ab.ca/>) and clicking on the *Webmail* icon in the top righthand corner. Alternatively, you can utilize outlook to access your account.

### **Student Advocacy**

Throughout the semester if you have any questions or concerns, please reach out to your instructors as they will provide you with guidance, grades rationale, and general information regarding the Office Administration program. For additional support or concerns, please contact Jessica King at 780-539-2900 or [jeking@gprc.ab.ca](mailto:jeking@gprc.ab.ca) to make an appointment with Carly McLeod, Chair of the Department of Business & Office Administration.

Regular attendance is critical to success in the Office Administration Certificate. Should you be unable to attend a class, please contact your instructor. In addition, it is your responsibility to acquire the material missed and to complete the assigned readings, in-class work, and assigned homework.

### **Academic Advising**

Within the Department of Business and Office Administration, the faculty acts as Academic Advisors. You will be assigned an Academic Advisor who will reach out to you within the first two weeks of classes if they have not already. Throughout the semester if you have any questions regarding your courses, registrations, Business and Office Administration programs, please reach out to your academic advisor or contact Jessica King at 780-539-2900 or [jeking@gprc.ab.ca](mailto:jeking@gprc.ab.ca) to schedule an appointment.

### **Office Administration – Program Overview**

Office Administration offers programs that give you critical skills needed to succeed in a dynamic office environment. You will graduate with professional skills in communications, interpersonal relations, and office technology which are highly sought by all employers.

Our highly successful work placement program helps graduates find work in their chosen field, in fact, within three months of graduating 85 percent of our graduates find employment. We are proud of the relationships we have developed with business and industry that give our graduates excellent opportunities to enter and advance in careers such as administrative assistant, bookkeeping assistant, accounting technicians and receptionists.

All students complete the program's core courses as well as courses in a specialization of either Office Administration, Basic Bookkeeping, Legal or Oil and Gas, as well as thorough training on all Microsoft Office programs with the option to earn Microsoft Office Specialist certification.

**Office Administration Certificate:**

Students receive over 400 hours of Microsoft Office instruction. Graduates have the advantage of being certified expert users of Microsoft Office Word, Excel, Access, PowerPoint and Outlook. Graduates of this major are highly sought after as Microsoft Office specialists in numerous positions including office support, administrative assistant and government office clerks. The Office Administration Certificate is comprised of the following courses.

**Office Administration Online Certificate option:**

This program is designed to provide you with the critical employability skills required to succeed in the office. Graduates of the program attain professional knowledge and skills in communications, office professionalism, interpersonal relations, and office technology. Students in the Office Administration Online Certificate program will develop superior office skills highly sought after by employers. Office Administration's online certificate provides students with the flexibility to obtain a practical certification from the comfort of their own home.

**Required Office Administration Certificate courses:**

OA1030 Business Communications I  
OA1040 Business Communications II  
OA1065 Word Core  
OA1075 Word Expert\*  
OA1145 Excel and Access  
OA1155 Access and PowerPoint Expert\*  
OA1215 Canadian Office Procedures I  
OA1231 Skill Building I  
OA1232 Skill Building II  
OA1240 Work Experience  
OA1275 Excel Expert\*

*\*Includes MOS Certification Preparation and Challenge Opportunity*



**Basic Bookkeeping Certificate:**

The Basic Bookkeeping Certificate will give students an opportunity to complete courses that will qualify them as an introductory bookkeeper and will give students training that will lead to employment in a wide variety of positions. There is a high demand for bookkeepers, bookkeepers' assistants, accounts receivable/payable supervisors, payroll assistants, and accounting technicians. Employers are always looking for ambitious employees who have skills and training for these positions. The Basic Bookkeeping Certificate is comprised of the following courses.

OA1030 Business Communications I  
OA1040 Business Communications II  
OA1065 Word Core  
OA1145 Excel and Access Core  
OA1215 Canadian Office Procedures  
OA1231 Skill Building I  
OA1232 Skill Building II  
OA1275 Excel Expert\*  
OA1310 Bookkeeping I  
OA1320 Bookkeeping II  
OA1430 Sage 50 for Small Business (3) or  
OA1440 QuickBooks for Small Business (3)

*\*Includes MOS Certification Preparation and Challenge Opportunity*

After successfully completing the course work required for a student's selected program, a student is encouraged to enroll in OA1240 Work Experience for an additional 3 credits. Students will be placed with a work experience sponsor in a position that will give them 120 hours of practical experience as a bookkeeper, accounts payable/receivable clerk, or payroll assistant. Our work experience sponsors are local and regional employers who are dedicated and proven mentors.

**Legal Certificate:**

The Legal Certificate program is designed for students who have chosen a career working in a legal office. Students master legal vocabulary, legal office procedures and legal relations. Graduates of this program will enter the work force as legal assistants, legal secretaries, courthouse office support and company legal department's legal assistants. The Legal Certificate is comprised of the following courses.

OA1030 Business Communications I  
OA1040 Business Communications II  
OA1065 Word Level I (3)  
OA1145 MS Excel Access Applications Level I  
OA1215 Canadian Office Procedures  
OA1231 Skill Building I  
OA1232 Skill Building II  
OA1240 Work Experience  
OA1610 Legal Office Administration I  
OA1620 Legal Office Administration II  
LR3010 Legal Relations

**Oil and Gas Certificate:**

The Oil and Gas Certificate program is designed for students who are considering a career in the petroleum and gas industry. Successful completion of this program will lead to entry-level positions in an office support or assistant position in the oil and gas industry. The Oil and Gas Certificate is comprised of the following courses.

OA1030 Business Communications I

OA1040 Business Communications II

OA1065 Word Core

OA1145 Excel and Access Core

OA1215 Canadian Office Procedures

OA1231 Skill Building I

OA1232 Skill Building II

OA1240 Work Experience

OA1275 Excel Expert\*

OA1310 Bookkeeping I

OA1710 Oil and Gas Terminology

*\*Includes MOS Certification Preparation and Challenge Opportunity*

## Tips for Success

### Time Management

- Go to class. Class attendance is one of the biggest factors in achieving success in our programs.
- Know the important dates – assignments, mid-terms, and project due dates. Don't leave things to the last minute. Start projects as soon as they are assigned.
- Use a calendar (your phone or hand-written day-planner) and schedule your entire semester. List specific "to-dos" for each month, week and day. Prioritize. Check daily to see if you are on track. If so, great; if not, make some adjustments.
- Learn to say "No!" In order to stick to your plan and achieve your goals, you may have to say no to watching TV, hanging out or going to movies with friends.
- If you have a part-time job you will have to be very strict with your schedule. If working becomes too much and you become exhausted, consider reducing your hours of work.

### Study Strategies

- Study when you are wide-awake! Use the 30-3-2 schedule. Study for 30 minutes, take a 3-minute break and resume with a 2-minute review. Do not study for more than 2 hours at a time.
- Study your most difficult subjects first – while you're fresh.
- Study space is important. It should be as quiet and comfortable as possible. The library study spaces are ideal. Private rooms may be booked in advance.
- Access all instructor study resources posted on Moodle. There may also be textbook publisher study resources available online.
- If you find it helpful, form study groups with classmates.
- Tutoring is not a negative thing. Get help early. Contact the Learning Support Centre in the Library.

### Stay Healthy

- Maintain a positive attitude.
- Have some fun; join in and get involved in student association activities.
- Support systems are essential. Make friends. Put your phone down and talk to people!
- Exercise regularly and get proper sleep. *Keep the partying under control!* 😊

### General

- Talk to your instructor if something is not clear.
- All of your classes are important – don't spend too much time on one at the expense of others.
- Be on time for class. Walking in late distracts both your instructor and your classmates.
- Keep on top of your work. Don't get behind.
- Check your email account regularly – this is how your instructors and advisors communicate directly with you.



## Zoom Etiquette 101\*

### **Control video and audio quality.**

Invest in a quality webcam and speaker and microphone headset. These provide better video and audio than your computer's built-in system. Try to attend Zoom meetings in quiet, indoor locations to control ambient noise.

### **Adjust your lighting.**

Don't sit directly in front or beside a bright light source, or else all the audience sees is a bright light and a shadowy figure. Experiment with moving lamps and your camera until you can see your brightly-lit face on the screen.

### **Think about your background.**

Try to provide a nice, plain background. You can't control everything in a mobile environment, but you should give some thought to background prior to your meeting.

### **Practice speaking to the camera and not the screen.**

Our tendency is to look at the person on the screen, but you should look at the camera when you speak so the audience feels like you're talking directly to them.

### **Optimize Zoom.**

Generally, DO NOT select "Share Your Desktop" (unless you want every pop-up email and private message on display for your audience!). Instead, open any relevant documents before the call and share only those during the meeting.

### **Bandwidth and signal.**

Insure you have adequate bandwidth. If you are wireless, try to remain close to the wireless router and consider installing a signal booster in areas of low signal strength. When you have the option, choose wired (instead of wireless) for video conferencing.

### **During your meeting:**

Mute your microphone when necessary. Zoom has a "Mute Microphone" option that cuts down on ambient feedback for the audience. When there is a lot of back-and-forth discussion you will turn this off, but you should mute yourself when listening to an instructor.

### **Use Zoom's chat function.**

You can send a question or statement to everyone or privately to a participant

### **Think about your actions on camera.**

Always remember that everyone can see you. Someone is watching as you take a big, wide-mouth yawn, stretch, or wander around the room. These exaggerated movements are distracting to the audience and can be disruptive to the speaker. Try to stay still and be attentive.

\*Adapted from <https://blog.zoom.us/video-conference-etiquette/>