



Grande Prairie Regional College

Office Administration

COURSE OUTLINE – Fall 2011

OA 1210 3 (3-0-0) 45 Hours Office Procedures I

Instructor	Sharron Barr	Phone	780-539-2979
Office	A313B or C306	E-mail	sbarr@gprc.ab.ca
Office Hours	By appointment anytime	Cell	789 – 897 - 6676

Prerequisite(s)/corequisite(s):

None

Required Text/Resource Materials:

Administrative Procedures for the Canadian Office – Kilgour et al. 8th Edition. Prentice Hall

Quick Filing Practice 5th edition. Stewart & Trent., McGraw Hill

Description:

This course focuses on critical human relation skills, maintaining effective and efficient information systems (alphabetic, numeric, geographic and subject filing systems), telecommunications in the office (telephone, fax), transcription and reprographics, administrative procedures and document processing.

Credit/Contact Hours:

3 credit/ 45 Contact Hours

Delivery Mode(s):

Lecture/ Lab

Objectives:

The student will be able to:

1. Identify desirable personal traits, work habits, and acceptable office skills.
2. Identify and apply human relations concepts.
3. Understand the use of acceptable procedures for telephone related duties, and reprographic related duties.
4. Understand and use appropriate time management techniques.
5. Complete assignments by applying technical and human relations skills to acceptable office standards.
6. Apply thinking skills to help understand problems and decision making
7. Describe what is involved in maintaining effective and efficient information systems and complete questions and assignments applying techniques and best records management practices
8. Complete practical basic filing using alphabetic, address, geographic and numeric filing systems
9. Create a resume and cover letter.
10. Create a skeleton for your employability skills portfolio including title page cover, indexes and index tabs.

Transferability:

NA

Grading Criteria:

Assignments – **Administrative Procedures for the Canadian Office:**

Introductory Chapter –A Career as an Office Professional Assigned Materials	
Chapter 1 – Human Relations	3%
Chapter 2 – Management of Work, Time and Resources	3%
Chapter 3 – Reference Sources	3%
Chapter 4- Organization Structure and Office Layout	5%
Chapter 8 – Front Line Reception	3%
Chapter 7 – Information Management	3%
Volunteer hours – 10 minimum	10%

Assigned Quick Filing Practice

Assignments and Quizzes – **Quick Filing Practice:**

Quiz 1	2%
Quiz 2	2%
Quiz 4	2%
Quiz 5	2%
Quiz 6	1%
Quiz 7	1%
Midterm Exam (Chapters 1 – 4)	30%
Resume and Cover Letter and Portfolio Skeleton	CR/NO CR
Final Exam (Chapters 8, 7 and Filing)	30%

Late assignments or missed quizzes will receive a grade of 0 unless prior arrangements have been made with the instructor. Grades will be assigned on the Letter Grading System. ALL COURSE WORK MUST BE COMPLETED IN ORDER TO QUALIFY TO WRITE THE MIDTERM AND FINAL EXAMS AND TO RECEIVE A GRADE IN THIS COURSE.

**Office Administration Department
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

**Department of Office Administration
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. 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.

Statement on Plagiarism:

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

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.48-49)

SEPTEMBER 2011




Tuesday	Thursday
6	8
	Welcome Course Outline Course Schedule The President's Ball Volunteer Sign-up Introductory Lecture – Critical Employability Skills – Human Relations (hand-outs) Assigned Materials: Read: Introduction A Career as an Office Professional Do: Questions for Study and Review p. 7 Do: Production Challenge p. 8 – 9 Search and Review Weblinks – in class – printout 1 Assigned Materials Due: Tuesday, September 13
13	15
Professionalism Lecture II Assigned Materials: Read: Chapter 1 Human Relations Do: Questions for Study and Review p. 31 Due: Thursday, September 15	Assigned Materials: Problem Solving p. 31 #2 #3 Production Challenge 1-A p. 31 Due: Tuesday, September 20 Read: Chapter 2 Management of Work, Time, and Resources
20	22
Lecture III Assigned Materials: Questions for Study and Review p. 55 Due: Thursday, September 22 Weblinks in class – Groups Reports	Assigned Materials: Everyday Ethics Smoking Supervisor p. 55 Problem Solving #1 #2 #3 p. 56 Production Challenge 2A 2C 2D p. 56 – 57 Due: Tuesday, October 4

	Library Visits assigned – September 27 – 29 Read: Chapter 3 Reference Sources
27	29
Library Visits Assigned Materials: Questions for Study and Review p. 69 Production Challenge 3-C Employability Skills Portfolio Set-up Read: Chapter 4 Organization and Office Layout	Library Visits Assigned Materials: Questions for Study and Review p. 69 Production Challenge 3-C Employability Skills Portfolio Set-up Read: Chapter 4 Organization and Office Layout

OCTOBER 2011



Tuesday	Thursday
4	6
Submit Library Visit Reports Lecture: How do you Work Assigned Materials: Questions for Study and Review p. 83 Overview: Midterm Exam I	Employability Skills Portfolio Skelton Binder Due Lecture: Resumes Resume Draft I due October 18


10	11	13
	Midterm Exam Chapters 1 – 4 Assigned Material: Read Chapter 5 Office Technology	Review Mid-term Exam Office Observation Project Assigned Materials: Questions for Study and Review p. 108 Production Challenge 5A, 5B
18		20
Work Day Chapter 5		Office Observation Project Day I and In-class Work Day Resumes Drafts Reviewed - Final Draft Due: November 1
25		27
Office Observation Project Day II and In-class Work day Resumes Drafts Reviewed - Final Draft Due: November 1		Office Observation Project Presentations Read Chapter 8 Front Line Reception

NOVEMBER 2011



Tuesday	Thursday
1	3
Lecture: Front Line Reception and Telephone Skills Assigned Materials: Questions for Study and Review p. 211 Everyday Ethics p. 212 Problem Solving #1, #2, #3, #4, #5 Production Challenges 8A, B, C, D Due: November 3	Work Day Assigned Materials Chapter 8 Read: Chapter 7 Information Management BRING QUICK FILING PRACTICE BOX Tuesday, November 3
8	10
Lecture: Records Management Read Quick Filing Practice – Introduction p. 1, 2, 3, 4, 5 Setting up Quick Filing Practice p. 6, 7, 8 Rules for Alphabetic Filing p. 9, 10 Alphabetic Filing – Personal Name Do: Exercises 1 – 6 Check each Assigned Materials: Questions for Study and Review p. 177	Quiz on Indexing Rules 1 – 6 Alphabetic Filing – Business and Organization Names & Cross Referencing Do: Exercises 7 –13 Check each
15	17
Quiz on Rules 1 – 10 Filing – Addresses Do: Exercise 12, 16 Resumes a final review cover letters – work experience	Resumes – Guest Speaker Karen Scriber, Director Human Resources, Grande Prairie Regional College
22	24

Alphabetic Correspondence Filing Do: Exercise 18, 19 Check each	Quiz 4 – Alphabetic Correspondence Filed Alphabetically Subject Correspondence Filing Do: Exercise 21, 22
29	
Quiz 5 – Subject Correspondence Filing Electronic Filing – Creating Hierarchical Directories Do: Exercise 23	

DECEMBER 2011	
Tuesday	Thursday
	 1
	Geographic Filing Do: Exercise 26 Check Quiz 6 Geographic Filing
6	8
Numeric Filing Do: Exercise 27, 28 Check Quiz 7	Review and Overview of Final Exam
13	15

FINAL EXAM – 3 HOURS TBA

20	22
27	29

Merry 
Christmas 