



DEPARTMENT OF OFFICE ADMINISTRATION

COURSE OUTLINE

OA2101 DE PROFESSIONAL COMMUNICATIONS 3 (3-0)

Instructor	Gail Sherman	Phone	780.831.8676 (call or text)
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Contact Hours: You are welcome to call me at the contact numbers and discuss any challenges or questions you may have about the course or you may email me at any time.

PREREQUISITE(S):

OA 1040 or OA 2040, OA2230

REQUIRED TEXT/RESOURCE MATERIALS:

- O'Neil and Chapman, Your Attitude is Showing 12th Edition, Pearson Prentice Hall.
- Benchmark Series: Microsoft PowerPoint 2010 - Text with data files CD
Author(s): Nita Rutkosky and Audrey Rutkosky Roggenkamp, Paradigm Publishing, ISBN: 978- 0-76384-309-0
- GO! with Microsoft® Outlook® 2010: Comprehensive, Author(s): Shelley Gaskin; Alicia Vargas; Nancy Graviett. Publisher: Prentice Hall ISBN-13 978-0-13-279128-1, Electronic Textbook available online.

DESCRIPTION:

This course prepares students to develop professional human relation skills and professionalism. Students will create a proper resume, cover letter and develop a Critical Employability Skills Portfolio. Students will also use MS Office PowerPoint 2010 to construct integrated presentations with linked and/or embedded objects, containing text, tables and/or graphs/charts. And students will also complete professional communication applications using Microsoft Outlook 2010 to compose, send and

respond to e-mail messages, including attachments, to schedule meetings and appointments and maintain monthly calendars, to manage contact information and coordinate the data needs with email and scheduling functions, to use Outlook's Task feature to track information jobs and to customize Outlook to meet individual information and management

CREDIT/CONTACT HOURS: 3 credits/75 hours

COMPUTER TIME:

Approximately eight to ten hours per week of computer time is recommended for successful completion of course requirements.

DELIVERY MODE: Internet Delivery using Moodle software, email, Blackberry

REQUIRED COMPUTER HARDWARE & SOFTWARE:

Microsoft Office Professional Suite 2010 including Word 2010, Excel 2010, Access 2010, PowerPoint 2010, and Outlook 2010.

- Windows Vista or XP Operating System
- Internet
- E-mail

PC SYSTEM MINIMUM REQUIREMENTS:

- Processor: PC with 300 MHz or higher processor clock speed required; Intel Pentium/Celeron family, AMD K6/Athlon/Duron family, or compatible processor recommended.
- Hard Disk Space: 175 MB Free, RAM: 128 MB
- Video: SVGA (800x600) with 16-bit video driver
- Network Card: 32-bit

COURSE POLICY:

- Assignments are to be e-mailed as attachments.
- Examination materials will be made available but you must contact your instructor to set-up a time that is convenient for you and your instructor.
- Examination work will be submitted as an e-mail attachment

- The final examination will be a practical exam and will be scheduled between the instructor and student.
- All course assignments must be completed and marked in order to receive a pass in this course.

STATEMENT ON PLAGIARISM AND CHEATING:

Please refer to pages 49-50 of the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

GRADING CRITERIA:

Assignments are graded as credit or non-credit. Non-credit assignments must be redone and resubmitted to receive a grade in the course. ALL assignments and non-graded, assigned work must be completed in order to pass.

Your Attitude is Showing	10%
Volunteer Module	5%
PowerPoint & Outlook	30%
Quizzes/Final	35%
Electronic Portfolio	20%

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