

Office Administration

Winter 2021

OA 122, Business Communications II*3 Credits, 5 hours*

Students will develop skills in oral and written communications and demonstrate these skills in the preparation of business correspondence, job search documents and interviews, customer service, team situations, oral presentations, and meetings. This course will take the student through the steps of planning and producing effective business memos and letters and will present strategies for overcoming common business writing problems. A strong focus will be placed on the job search, including the resume, application letter, and interview.

Prerequisites and/or co-requisites: OA 120, OA 145

Instructor

Amani Edwards
Office location: S111E
Phone number: 780-791-8956
amani.edwards@keyano.ca

Office Hours

Monday and Thursday 1:00 p.m. to 2:50 p.m.
Wednesday 3:00 p.m. to 3:50 p.m.

Hours of Instruction

Wednesday	1:00 p.m. – 2:50 p.m.	online
Friday	9:00 a.m. – 11:50 a.m.	online

Required Resources

College English and Business Communication – 11th edition. Sue Camp, Marilyn Satterwhite. McGraw-Hill Education; ISBN: 978-1-260-08534-1

Career Focus Canada: A Personal Job Search Guide, Sixth Edition, Helene Martucci Lamarre, Karen McClughan, Pearson Education Canada, ISBN-13: 9780132825931

Course Outcomes

Upon successful completion of this course, the student shall be able to:

1. Prepare an effective job search campaign including assessing one's skills, preparing a resume, preparing a cover letter, and demonstrating effective oral communication skills in an employment interview situation.
2. Choose words that reflect the principles of Plain English.
3. Write effective sentences.
4. Structure effective paragraphs.
5. Apply revising and editing techniques to business documents.
6. Understand the advantages and purposes of a memo and write an effective memo using standard memo format.

7. Plan and write effective business letters in the following categories:

Informing	Persuading
Requesting	Public Relations
Responding to Requests	Social-Business
8. Discuss effective listening techniques for conversations, conferences, and meetings.
9. Demonstrate the elements of effective speaking.
10. Prepare and deliver a presentation.
11. Understand the importance of good customer service and explain strategies for improving customer service communication.

Evaluation

Assignments/Homework	20%
Oral Assignments	15%
Quizzes	25%
Job Search Documents	20%
Final Exam	20%
Total	100%

A grade of C- is required for progression or transfer.

Grading System

The minimum standard for passing this course is a grade of C- (60%).

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 98.9
	A	4.0	95 - 98.9
	A-	3.7	90 - 94.9
Good	B+	3.3	85 - 89.9
	B	3.0	80 - 84.9
	B-	2.7	75 - 79.9
Satisfactory	C+	2.3	70 - 74.9
	C	2.0	65 - 69.9
	Progression/Min Pass	C-	1.7
	D+	1.3	55 - 59.9
	D	1.0	50 - 54.9
	F	0.0	< 50

Required Skills & Abilities

Enrolment in the Office Administration program and courses, requires the following skills and abilities:

Behavioural

- Ability to work independently or as a member of a group or team
- Engage with self and others to create a safe environment.
- Respond appropriately in situations that are stressful or that involve conflict
- Ability to listen and follow instructions
- Ability to manage time and meet deadlines

Cognitive

- Remember and recall information over a brief period of time.
- Remember and recall information over an extended period of time.

Environmental Ability to function in the presence of each of the following commonly encountered and unavoidable environmental factors:

- distractions
- noise
- unpredictable behaviour of others

Psychomotor

- perform repetitive movements and tasks
- perform complex sequences of hand-eye coordination

Technical

- Ability to use a desktop/laptop computer
- Ability to navigate the college's online Learning Management System (Moodle) and other publisher-specific LMS.

Performance Requirements**Student Responsibilities**

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the [Keyano College credit calendar](#). The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

Specialized Supports

The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30. The Library has evening and weekend hours. Please check [keyano.ca/library](https://www.keyano.ca/library) for current hours.

Accessibility Services: provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing accessibility.services@keyano.ca

Academic Success Coaching: offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. Academic.success@keyano.ca is the best way to access resources during virtual service delivery.

Wellness Services: offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person during the fall semester. For library service supports and inquiries, please email askthelibrary@keyano.ca.

Individual support with the Information Librarian will be provided virtually. Appointments can be requested by email or by placing a [Book a Librarian](#) request using the online form found [here](#).

Research and Subject Guides are helpful resources when conducting research or addressing your information needs. To view a subject or course specific guide, use the following [Subject Guides link](#)

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the [Research Help Library page](#).

Skill Centre: provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, writing support groups, facilitated study groups, workshops and study space. Tutoring services are **free** to Keyano students. Tutoring is available for Math, Writing, English, and Science subject areas.

While most courses are being offered online, the Skill Center will be offering mostly virtual tutoring services and in-person sessions as requested. Please email Skill.centre@keyano.ca to get in contact with our tutoring staff.

For the most up to date information on how to book a tutoring session, please view the [Keyano Skill Centre homepage](#).

E-Learning

Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participant in a live class with your instructor and other students.

Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements for Fall 2020.

Internet Speed

Minimum Internet speeds of 5 Mbps.
 Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home).
 Check your internet speed with Fast.com.

System requirements:

Microsoft Windows	Apple
<p>Minimum Requirements:</p> <ul style="list-style-type: none"> · A Windows 10 computer/laptop · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software 	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> · A Macintosh (V10.14 and above) computer/laptop · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software.

<p>Recommended Requirements</p> <ul style="list-style-type: none"> 8GB of RAM A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free. 	<p>Recommended Requirements</p> <ul style="list-style-type: none"> 8GB of RAM A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.
<p>Chromebooks are not recommended as they are not compatible with testing lockdown browsers.</p> <p>A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.</p>	

Specific department requirements:

Business and OA programs require Windows 10.
 Respondus LockDown Browser
 Other programs may utilize Windows based tools as well.
 A working webcam and microphone

Computer Software

Students will be able to get access to Microsoft Office 365 for Free using Keyano Credentials by [clicking here](#).

Recording of lectures and Intellectual Property

Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus, no student is allowed to publish or sell instructor notes without formal written permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property.

ITS Helpdesk

If you are having issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.

Proposed Schedule of Topics

Please Note:

Date and time allotted to each topic is subject to change.

OA 122 - Business Communications II		
Tentative Schedule		
Date	Wednesday (2 hours)	Friday (3 hours)
Week 1 Jan 4 – 8	Course Outline & Agenda Review Career Focus Assign Career Focus Chapter 1	Career Focus Chapter 2 Career Focus Chapter 3 Career Focus Chapter 4
Week 2 Jan 11 – 15	Career Focus Chapter 5 Career Focus Chapter 6 Career Focus Chapter 7	Interview Roll Plays Career Focus Chapter 8 Career Focus Chapter 9
Week 3 Jan 18 – 22	Career Focus Chapter 10 Career Focus Chapter 11 Career Focus Chapter 12 Elevator Speech Assign	LinkedIn Profile Assignment Due Career Focus Assignments Due Interview Roll Plays
Week 4 Jan 25 – 29	Elevator Speeches Chapter 8.1 Chapter 8.1 HW	Chapter 8.2 to 8.6 Chapter 8.2 to 8.6 HW
Week 5 Feb 1 – 5	Chapter 8 Assignment Due Chapter 8 Homework Due	Chapter 8 Quiz Chapter 9.1 to 9.3 Chapter 9.1 to 9.3 HW
Week 6 Feb 8 – 12	Chapter 9.4 to 9.5 Chapter 9.4 to 9.5 HW Chapter 9 Homework Due Chapter 9 Assignment Due	Chapter 9 Quiz Chapter 10.1 to 10.3 Chapter 10.1 to 10.3 HW
Week 7 Feb 15 – 19	Reading Week – No Classes	
Week 8 Feb 22 – 26	Chapter 10.4 to 10.5 Chapter 10.4 to 10.5 HW Chapter 10 Homework Due Chapter 10 Assignment Due	Chapter 10 Quiz Chapter 11.1 to 11.3 Chapter 11.1 to 11.3 HW
Week 9 Mar 1 – 6	Chapter 11.4 to 11.5 Chapter 11.4 to 11.5 HW Chapter 11 Homework Due Chapter 11 Assignment Due	Chapter 11 Quiz Chapter 12.1 to 12.4 Chapter 12.1 to 12.4 HW
Week 10 Mar 8 – 12	Chapter 12 Homework Due Chapter 12 Assignment Due	Chapter 12 Quiz Chapter 13.1 to 13.4 Chapter 13.1 to 13.4 HW
Week 11 Mar 15 – 19	Chapter 13 Homework Due Chapter 13 Assignment Due	Chapter 13 Quiz Chapter 14.1 to 14.4 Chapter 14.1 to 14.4 HW
Week 12 Mar 22 – 26	Chapter 14 Homework Due Chapter 14 Assignment Due Oral Presentation Preparation	Chapter 14 Quiz Oral Presentation Preparation
Week 13 Mar 29 – Apr 2	Oral Presentation Preparation	Oral Presentations
Week 14 Apr 5 – 9	Oral Presentations	Final Exam Review
	FINAL EXAM WEEK	