

**OA 136 A - Office Procedures**

*2 Credits, 4 Hours*

The administrative support procedures for office tasks common to most offices today are presented. The topics covered will include reception duties; meetings and minutes; telephone and communication techniques; travel arrangements; distribution of information; sources of information; e-mail and electronic scheduler; and manual filing systems.

*Prerequisites: OA 110*

**Instructor**

Name: Colleen Theriault  
Office: CC 205G  
Phone: 780-791-4987  
Email: [colleen.theriault@keyano.ca](mailto:colleen.theriault@keyano.ca)

**Office Hours**

Mon, Wed, Thurs, and Fri 12:00 - 1:00 pm (Please join class meeting link when online)

**Hours of Instruction**

Monday 1:00 – 2:50 Online  
Wednesday 1:00 – 2:50 Online

**Required Resources****Textbook or alternative E-Book 180 Day version.**

Administrative Procedures for The Canadian Office, Tenth Can Ed: 10

**Glencoe Filing Made Easy**

4<sup>th</sup> Edition

Glencoe; McGraw-Hill, ISBN: 0-02-813831-7

**Important:** The **Glencoe Filing Made Easy** is a **mandatory** component of the course. Students are responsible to ensure access to their own copy **at the beginning** of the term to avoid the loss of marks.

Earbuds/headphones

Binder

USB device

**Course Outcomes**

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

1. Transfer basic word processing concepts learned to new situations.
2. Utilize the Canada Post Corporation website as a resource for preparing mailable documents.
3. Format and key single page and multiple-page business letters in the various letter and punctuation styles presented.
4. Prepare and print labels and envelopes in the inside address style and in the Canada Post Corporation style.
5. Perform a merge operation to generate form letters, mailing labels, envelopes, and directories.
6. Format and key interoffice memoranda and transfer concepts learned to prepare and format e- mails.
7. Build on previously learned table concepts to create and format documents in the table format.
8. Create a newsletter with pull-quotes and graphics.
9. Produce and edit documents utilizing the formatting procedures and software features presented in order to produce a mailable document within a reasonable amount of time.
10. Demonstrate organization skills by submitting assignments and completing quizzes at the specified times

**Evaluation**

In-Class Projects/Forums .....	10%
Filing .....	20%
Quizzes .....	20%
Projects/Assignments .....	50%
<b>Total .....</b>	<b>100%</b>

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

**Grading System**

<b>Descriptor</b>	<b>Alpha Grade</b>	<b>4.0 Scale</b>	<b>OA %</b>
<i>Excellent (90% - 100%)</i>	A+	4.0	99 – 100
	A	4.0	95 – 98
	A-	3.7	90 – 94
<i>Good (75% - 89%)</i>	B+	3.3	85 – 89
	B	3.0	80 – 84
	B-	2.7	75 – 79
<i>Satisfactory (60% - 74%)</i>	C+	2.3	70 – 74
	C	2.0	65 – 69
<i>Progression/ Minimum Pass</i>	C-	1.7	60 – 64
	D+	1.3	55 – 59
	D	1.0	50 – 54
	F	0.0	0 – 49

**Please Note:** Date and time allotted to each topic is subject to change.

Date	Monday	Wednesday
Week 1 Jan 6	No Class	Introductions, Course Outline and Course Information, Rubrics Introduction & Office Etiquette (CH1) Forum 1 – What did you call me?
Week 2 Jan 10 - 12	Management of Work, Time, & Res (CH3) Management of Work Time, & Resources Quiz 1 Filing Rules 1 to 6 – Lecture - Homework Distribution of Time Assignment 1 (Monday)	Review Quiz 1/Review Forum 1 Final Project – Stage 1 Forum 2 – Smoking Supervisor (Due Monday) Practical Application 1 – Filing (Allow 10 mins)
Week 3 Jan 17 - 19	Review Forum 2 Incoming and Outgoing Mail (CH9) Incoming and Outgoing Mail Assignment 2 (Due Monday) Filing Rules 6-10 – Lecture - Homework	Incoming and Outgoing Mail Quiz 2 & Review Final Project – Stage 2 Forum 3 – Frustrated with interruptions Practical Application 2 & 3 – Filing
Week 4 Jan 24 - 6	Review Forum 3 Administrative Support Lecture (CH) Filing Rules 11-15	Administrative Support Quiz 3 & Review Forum 4 – Sick Day Practical Application 4 & 5 - Filing
Week 5 Jan 31 – Jan 2	Review Forum 4 Front Line Reception (CH6) Group Project Assignment Filing Rules 16-20	Front Line Reception Quiz 4 & Review Final Project – Stage 3 Forum 5 – Lying on the job Practical Application 6 & 7- Filing
Week 6 Feb 7 - 9	Review Forum 5 Travel Arrangements (CH12) Itinerary Assignment 3	Travel Arrangements Quiz 5 & Review Final Project – Stage 4 Forum 6 – Expense Report
Week 7 Feb 14 - 16	Review Forum 6 Forum 7 – What to do with the money	Review Forum 7 Work period - Final Project Stage 4
Week 8	<b>Feb 21 – 25 Reading Week – No Class</b>	
Week 9 Feb 28 - Mar 2	Event Management (CH13) Event Management Assignment 4 Alphabetic Correspondence Filing - Lecture	Event Management Quiz 6 & Review Final Project – Stage 5 Forum 8 – After Hours
Week 10 Mar 7 - 9	Review Forum 8 Meeting Management (CH13) Minutes Assignment 5 Geographic Filing Practical Application 8 - Alphabetic Correspond filing	Meeting Management Quiz 7 & Review Final Project – Stage 6 Forum 9 – Performance Issues
Week 11 Mar 14 - 16	Review Forum 9 Time Management (CH3) Subject Filing Practical Application 9 – Geographic Filing	Time Management Quiz 8 & Review Final Project – Stage 7 Forum 10 – Forget Everything
Week 12 Mar 21 -23	Review Forum 10 Practical Application 10 - Subject Filing Organizational Skills (CH11) Numeric Filing	Organizational Skills Quiz 9 & Review Final Project – Stage 8 - Presentations Forum 11 - Copies
Week 13 Mar 28 - 30	Review Forum 11 Practical Application 11 – Numeric Filing Forum 12 – Dinner a la Corporate Card Work period for Final Project	Terminology Quiz 12 - Filing Filing Final Quiz – Rules & Terminology Work period for Final Project
Week 14 Apr 5 – 7	Review Forum 11	Final Project Due

**Required Skills & Abilities**

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

**Behavioral**

- 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.
- Remember and recall information over an extended period.

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

- distractions
- noise
- unpredictable behavior 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 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](http://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](http://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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](#).

### **Computer Software**

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

**System requirements:**

Microsoft Windows	Apple
<p><b>Minimum Requirements:</b></p> <p>A Windows 10 <b>computer/laptop</b></p> <ul style="list-style-type: none"> <li>• Minimum 4GB of RAM.</li> <li>• 10GB+ available hard drive storage.</li> <li>• 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.</li> <li>• Microphone, webcam and speakers. A headset with a microphone is recommended.</li> <li>• System updates must be regularly installed.</li> <li>• Anti-Virus / Anti-Malware software</li> </ul>	<p><b>Minimum Requirements:</b></p> <p>A Macintosh (V10.14 and above) <b>computer/laptop</b></p> <ul style="list-style-type: none"> <li>• Minimum 4GB of RAM.</li> <li>• 10GB+ available hard drive storage.</li> <li>• 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.</li> <li>• Microphone, webcam and speakers. A headset with a microphone is recommended.</li> <li>• System updates must be regularly installed.</li> <li>• Anti-Virus / Anti-Malware software.</li> </ul>
<p><b>Recommended Requirements</b></p> <ul style="list-style-type: none"> <li>• 8GB of RAM</li> <li>• 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 Keyano Mail and download MS Office using your Keyano email for free.</li> </ul>	<p><b>Recommended Requirements</b></p> <ul style="list-style-type: none"> <li>• 8GB of RAM</li> <li>• 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 Keyano Mail and download MS Office using your Keyano email for free.</li> </ul>
<p>Chromebooks are <b>not</b> 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.

**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](mailto:its.helpdesk@keyano.ca) or calling 780-791-4965.