

OA 136, 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 and/or co-requisites: OA 110

Instructor

Pam Wenaus

Office location: S111E

Phone number: 780-791-8956

pam.wenaus@keyano.ca**Office Hours**

Monday 12:00 p.m. – 1:50 p.m.

Tuesday 12:00 p.m. – 12:50 p.m.

Wednesday 12:00 p.m. – 12:50 p.m.

Thursday 12:00 p.m. – 12:50 p.m.

Hours of Instruction

Tuesday 1:00 p.m. – 2:50 p.m. Room CC282

Thursday 1:00 p.m. – 2:50 p.m. Room CC282

Required Resources

Gregg Quick Filing Practice, Fifth Edition, Stewart; McGraw-Hill, ISBN: 9780073222887

Course Outcomes

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

- Develop an understanding of routine office and related business procedures.
- Organize assignments and manage time in order to maximize productivity.
- Demonstrate an awareness of the technology available to maximize efficiency and effectiveness in work situations.
- Recognize the importance of communication and cooperation within the office.
- Demonstrate the importance of mail-ability in all work completed.
- Demonstrate the professional attitudes of punctuality, teamwork, and dependability through the attendance of classes, completion of assignments, and participation in discussions.

Evaluation

In Class Participation/Forums	10%
Filing.....	20%
Quizzes	20%
Projects/Assignments.....	50%
Total	100%

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

Office Administration 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 C-	1.7	60 – 64.9
Poor	D+	1.3	55 – 59.9
Min Pass	D	1.0	50 – 54.9
Failure	F	0.0	< 50

Proposed Schedule of Topics

Please refer to Moodle for lessons/activities/evaluations and resource links/required readings.

Please Note:

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

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.

More specific details are found in the Student Rights and Student 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 Student 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 / or 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
- 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 Student 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 Student 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 will not be graded until you show this signed certificate.

Specialized Supports**Counselling and Accessibility Services**

Counselling Services provides a wide range of specialized counselling services to prospective and registered students, including personal, career and academic counselling.

SKILL Centre

The SKILL Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff.

The SKILL Centre, through a variety of delivery methods, provides assistance in skill development to Keyano students. Assistance is provided by instructors, staff and student tutors. Individuals wishing to improve their mathematics, writing, grammar, study, or other skills, can take advantage of this unique service.