

**OA 136 A & B, Office Procedures**

*2 credits, 16 weeks, 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 & communication techniques; travel arrangements; distribution of information; sources of information; e-mail & electronic scheduler; and manual filing systems.

*Prerequisites and/or co-requisites: OA 110*

**Instructor**

Joanne Hlina  
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**Office Hours**

Monday	3:00	p.m.	to	3:50	p.m.
Tuesday	1:00	p.m.	to	3:50	p.m.
Thursday	3:00	p.m.	to	3:50	p.m.

**Hours of Instruction****Group A**

Monday	9:00	a.m.	to	10:50	a.m.
Wednesday	10:00	a.m.	to	11:50	a.m.

**Group B**

Wednesday	10:00	a.m.	to	11:50	a.m.
Friday	8:00	a.m.	to	9:50	a.m.

**Required Resources**

Administrative Procedures for the Canadian Office, Eighth Edition, Kilgour, Kilgour, Rogers, Burton, and Shelton, Pearson, ISBN-13: 9780136139119

Gregg Quick Filing Practice, Fifth Edition, Stewart, McGraw-Hill, ISBN: 0073222887

**Course Outcomes**

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

**Evaluation**

Conference Attendance/Participation/Group work....	25%
Assignments/Filing .....	40%
Group Project .....	10%
Quizzes .....	25%
Total .....	100%

**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
	<b>Progression</b> 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

**Performance Requirements**

**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. Please refer to page 35 of the Credit Calendar.

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

Penalties for academic offences may range from a verbal reprimand to dismissal from the College, and in certain circumstances may involve legal action.

### **Specialized Supports**

#### **Counselling and Disability 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.

### **Important Dates to Remember**

Jan 1	New Year Day, College closed.
Jan 5	Winter Semester begins for academic programs.
Jan 9	Last day to add courses for academic programs. Tuition fees due.
Jan 16	Last day to withdraw from course(s) with 100% refund of application fees.
Jan 16	Last day to waive health & dental plan (new winter students only)
Feb 13	Last day to withdraw from course(s) with 50% refund of application fees.
Feb 16	Family Day, College closed.
Feb 23 – 27	Reading Week, no classes.
Mar 30	Last day to withdraw (Grade of W).
Apr 3	Good Friday, College closed.
April 6	Easter Monday, College closed.
April 17	Last day of classes.
April 20 – 29	FINAL EXAM PERIOD.

## Tentative Course Schedule

	Wednesday (Group A & B)	Monday (Group A) Friday (Group B)
<b>Week 1</b> <i>Jan 5 – 9</i>	<b>TOPICS:</b> Career as an Office Professional <b>READINGS:</b> Introduction, <i>Administrative Procedures</i>	<b>TOPICS:</b> Management of Work, Time, and Resources <b>READINGS:</b> Chapter 2, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Chapter Assignment
<b>Week 2</b> <i>Jan 12 – 16</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Continue with Ch. 2 Assignment
<b>Week 3</b> <i>Jan 19 – 23</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Incoming and Outgoing Mail <b>READINGS:</b> Chapter 6, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Group Project
<b>Week 4</b> <i>Jan 26 – 30</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Group Project <b>ASSIGNMENTS:</b> Group Project Work Period
<b>Week 5</b> <i>Feb 2 – 6</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Front Line Reception <b>READINGS:</b> Chapter 8, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Chapter Assignment
<b>Week 6</b> <i>Feb 9 – 13</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Travel Arrangements <b>READINGS:</b> Chapter 9, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Chapter Assignment
<b>Week 7</b> <i>Feb 16 – 20</i>	<i>Family Day: No Class (A)</i>	<b>TOPICS:</b> Meetings and Conferences <b>READINGS:</b> Chapter 10, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Chapter Assignment
<b>Week 8</b> <i>Feb 23 – 27</i>	<b>Reading Week: No Classes</b>	<b>Reading Week: No Classes</b>
<b>Week 9</b> <i>Mar 2 – 6</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Alphabetical Filing (Names of people) <b>READINGS:</b> Chapters 1 & 2, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 1 - 6
<b>Week 10</b> <i>Mar 9 – 13</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Alphabetical Filing (Business Names) <b>READINGS:</b> Chapter 2, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 7 - 13
<b>Week 11</b> <i>Mar 16 – 20</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Alphabetical Filing (Government, Addresses) <b>READINGS:</b> Chapter 2, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 14 - 16
<b>Week 12</b> <i>Mar 23 – 27</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Alphabetical Filing (Government, Addresses) <b>READINGS:</b> Chapter 2, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Continued for previous week
<b>Week 13</b> <i>Mar 30 – Apr 3</i>	<i>Good Friday: No Class (B)</i>	<b>TOPICS:</b> Correspondence Filing (Alphabetic) <b>READINGS:</b> Chapter 3, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 17 - 19
<b>Week 14</b> <i>Apr 6 – 10</i>	<i>Easter Monday: No Class (A)</i>	<b>TOPICS:</b> Correspondence Filing (Subject) <b>READINGS:</b> Chapter 4, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 20 - 22
<b>Week 15</b> <i>Apr 13 – 17</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Electronic, Geographic, Numeric filing <b>READINGS:</b> Chapters 5, 6 & 7, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 23 – 28
<b>Week 17</b> <i>Apr 30</i>	<b>CONFERENCE</b>	

**Please Note:**

This course outline may be modified to facilitate unforeseen time constraints.  
Date and time allotted to each topic is subject to change.

**Authorization**

This course outline has been reviewed and approved by the Program Chair.

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Joanne Hlina, Instructor

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Gina Langager, Chair

Date Authorized

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Guy Harmer, Dean

Date Authorized

**Signed copies to be delivered to:**

Instructor

Registrar's Office