

## Business Department / Office Administration Certificate

Winter 2014

### Office Procedures – OA 136 A & B

*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

Pam Wenaus  
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#### Office Hours

Monday	10:00	a.m.	to	10:50	a.m.
Tuesday	10:00	a.m.	to	10:50	a.m.
Wednesday	11:00	a.m.	to	12:50	p.m.
Thursday	10:00	a.m.	to	10:50	a.m.

#### Hours of Instruction

##### Group A

Monday	8:00	a.m.	to	9:50	a.m.
Thursday	11:00	a.m.	to	12:50	p.m.

##### Group B

Monday	8:00	a.m.	to	9:50	a.m.
Wednesday	1:00	p.m.	to	2:50	p.m.

#### Required Resources

Administrative Procedures for the Canadian Office, Ninth Edition, Kilgour, Kilgour, Rutherford, Rogers, Burton, and Shelton, Pearson, ISBN-13: 9780132164375

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 <b>Progression</b>	C+	2.3	70 - 74.9
	C	2.0	65 - 69.9
	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**

**1. Student Attendance**

Class attendance is useful for two reasons. First, class attendance maximizes a students’ learning experience. Second, attending class is a good way to keep informed of matters relating 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 32 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.

**2. Academic Misconduct (page 32 of the Credit Calendar)**

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

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

### 3. Accommodation for Students with Disabilities

The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Learner Assistance Program Office at 792-5608 to initiate the process for documenting, assessing and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119)

### Due Dates

Late assignments will be penalized 10% per day. No late assignments will be accepted once the instructor has marked and returned the assignment in question (unless there are extenuating circumstances such as illness or death in the family).

### Assignments

All assignments must be submitted in hard copy and retained in electronic format in students' files. I highly recommend that students purchase a flash drive in order to store course assignments in easily accessible format. Participation on Moodle is a required component of the course. Please pay careful attention to the information on Academic Misconduct and Discipline for behavior such as cheating and plagiarism. The penalty for such behaviour is a zero on the assignment and no opportunity to resubmit the assignment.

### Teaching and Learning Methodologies

A wide variety of teaching and learning methodologies are used to appeal to a broad range of learning styles such as Visual, Auditory, Read/Write, Kinesthetic/Tactile, and Multimodal learners. Lectures, PowerPoints, videos, research and writing projects, team activities, student presentations, social media explorations, career fairs, and field trips are all used in the class.

### Important Dates to Remember

Jan 1	New Year Day, College closed.
Jan 6	Winter Semester begins for academic programs.
Jan 10	Last day to add courses for academic programs. Winter semester fees due.
Jan 17	Last day to drop courses for academic programs.
Jan 31	Last day to withdraw from course(s) with a 50% refund.
Feb 17	Family Day, College closed.
Feb 24 - Feb 28	Reading Week, no classes for academic programs.
Mar 7	Last day to withdraw from course(s) without academic penalty.
Apr 17	Last day of classes for students in Certificate, Diploma, and University Programs.
Apr 18	Good Friday, College closed.
Apr 21	Easter Monday, College closed.
Apr 22 - 30	FINAL EXAM PERIOD.

### Proposed Schedule

Class Schedule: See the class schedule, topics, and readings as attached.

**Please Note:**

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

Tentative Course Schedule

	Monday	Thursday (Group A) Wednesday (Group B)
<i>Week 1 - Jan 6 - 10</i>	<b>TOPICS:</b> Career as an Office Professional <b>READINGS:</b> Introduction, <i>Administrative Procedures</i>	<b>TOPICS:</b> Cultural Diversity and International Business Relations <b>READINGS:</b> Chapter 2, <i>Administrative Procedures</i>
<i>Week 2 - Jan 13 - 17</i>	<b>TOPICS:</b> Management of Work, Time, and Resources <b>READINGS:</b> Chapter 3, <i>Administrative Procedures</i>	<b>TOPICS:</b> Management of Work, Time, and Resources <b>ASSIGNMENTS:</b> Chapter Assignment
<i>Week 3 - Jan 20 - 24</i>	<b>TOPICS:</b> Office Technology <b>READINGS:</b> Chapter 6, <i>Administrative Procedures</i>	<b>TOPICS:</b> Web-Based Tools and Security <b>READINGS:</b> Chapter 7, <i>Administrative Procedures</i>
<i>Week 4 - Jan 27 - 31</i>	<i>STRENGTHS</i>	<b>TOPICS:</b> Incoming and Outgoing Mail <b>READINGS:</b> Chapter 8, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Chapter Assignment
<i>Week 5 - Feb 3 - 7</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Incoming and Outgoing Mail <b>READINGS:</b> Chapter 8, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Group Project
<i>Week 6 - Feb 10 - 14</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Group Project <b>ASSIGNMENTS:</b> Group Project Work Period
<i>Week 7 - Feb 17 - 21</i>	<b>Family Day: No Classes</b>	<b>TOPICS:</b> Project Management <b>READINGS:</b> Chapter 9, <i>Administrative Procedures</i>
<i>Week 8 - Feb 24 - 28</i>	<b>Reading Week: No Classes</b>	<b>Reading Week: No Classes</b>
<i>Week 9 - Mar 3 - 7</i>	<i>Conference Planning Activities</i>	<b>TOPICS:</b> Front Line Reception <b>READINGS:</b> Chapter 11, <i>Administrative Procedures</i>
<i>Week 10 - Mar 10 - 14</i>	<b>TOPICS:</b> Travel Arrangements <b>READINGS:</b> Chapter 12, <i>Administrative Procedures</i> <b>ASSIGNMENTS:</b> Chapter Assignment	<b>TOPICS:</b> Meetings and Conferences <b>READINGS:</b> Chapter 13, <i>Administrative Procedures</i>
<i>Week 11 - Mar 17 - 21</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
<i>Week 12 - Mar 24 - 28</i>	<b>TOPICS:</b> Alphabetical Filing (Business Names) <b>READINGS:</b> Chapter 2, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 7 - 13	<b>TOPICS:</b> Alphabetical Filing (Government, Addresses) <b>READINGS:</b> Chapter 2, <i>Gregg Filing</i>
<i>Week 13 - Mar 31 - Apr 4</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
<i>Week 14 - Apr 7 - 11</i>	<b>TOPICS:</b> Correspondence Filing (Alphabetic) <b>READINGS:</b> Chapter 3, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 17 - 19	<b>TOPICS:</b> Correspondence Filing (Subject) <b>READINGS:</b> Chapter 4, <i>Gregg Filing</i> <b>ASSIGNMENTS:</b> Exercises 20 - 22
<i>Week 15 - Apr 14 - 18</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>CONFERENCE - Pre-conference and day-of requirements</b>	