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
Office location: S111E
Phone number: 780-791-8956
pam.wenaus@keyano.ca

Office Hours

Monday 10:00 a.m. to 11:50 a.m.
Tuesday 5:00 p.m. to 5:50 p.m.
Wednesday 1:00 p.m. to 1:50 p.m.
Friday 12:00 p.m. to 12:50 p.m.

Hours of Instruction

Group A                                     Group B
Monday 8:00 a.m. to 9:50 a.m.               Monday 8:00 a.m. to 9:50 a.m.
Thursday 8:00 a.m. to 9:50 a.m.             Friday 8:00 a.m. to 9:50 a.m.

Required Resources


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%).

<table>
<thead>
<tr>
<th>Descriptor</th>
<th>Alpha Grade</th>
<th>4.0 Scale</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>A+</td>
<td>4.0</td>
<td>&gt; 98.9</td>
</tr>
<tr>
<td></td>
<td>A</td>
<td>4.0</td>
<td>95 – 98.9</td>
</tr>
<tr>
<td></td>
<td>A-</td>
<td>3.7</td>
<td>90 – 94.9</td>
</tr>
<tr>
<td></td>
<td>B+</td>
<td>3.3</td>
<td>85 – 89.9</td>
</tr>
<tr>
<td>Good</td>
<td>B</td>
<td>3.0</td>
<td>80 – 84.9</td>
</tr>
<tr>
<td></td>
<td>B-</td>
<td>2.7</td>
<td>75 – 79.9</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>C+</td>
<td>2.3</td>
<td>70 – 74.9</td>
</tr>
<tr>
<td>Progression</td>
<td>C</td>
<td>2.0</td>
<td>65 – 69.9</td>
</tr>
<tr>
<td></td>
<td>C-</td>
<td>1.7</td>
<td>60 – 64.9</td>
</tr>
<tr>
<td>Poor</td>
<td>D+</td>
<td>1.3</td>
<td>55 – 59.9</td>
</tr>
<tr>
<td>Min Pass</td>
<td>D</td>
<td>1.0</td>
<td>50 – 54.9</td>
</tr>
<tr>
<td>Failure</td>
<td>F</td>
<td>0.0</td>
<td>&lt; 50</td>
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</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 1</td>
<td>New Year Day, College closed.</td>
</tr>
<tr>
<td>Jan 7</td>
<td>Winter Semester begins for academic programs.</td>
</tr>
<tr>
<td>Jan 11</td>
<td>Last day to add courses for academic programs. Winter semester fees due.</td>
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<tr>
<td>Jan 18</td>
<td>Last day to drop courses for academic programs.</td>
</tr>
<tr>
<td>Feb 15</td>
<td>Last day to withdraw from course(s) with 50% refund of application fees.</td>
</tr>
<tr>
<td>Feb 18</td>
<td>Family Day, College closed.</td>
</tr>
<tr>
<td>Feb 25 – Mar 1</td>
<td>Reading Week, no classes for academic programs.</td>
</tr>
<tr>
<td>Mar 8</td>
<td>Last day to withdraw from course(s) without academic penalty.</td>
</tr>
<tr>
<td>Mar 29</td>
<td>Good Friday, College closed.</td>
</tr>
<tr>
<td>April 1</td>
<td>Easter Monday, College closed.</td>
</tr>
<tr>
<td>April 19</td>
<td>Last day of classes for students in Certificate, Diploma, and University Programs.</td>
</tr>
<tr>
<td>April 22 – 30</td>
<td>FINAL EXAM PERIOD.</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Week</th>
<th>Monday</th>
<th>Thursday (Group A)</th>
<th>Friday (Group B)</th>
</tr>
</thead>
</table>
| Week 1 | **TOPICS:** Career as an Office Professional  
           **READINGS:** Introduction, Administrative Procedures | **TOPICS:** Management of Work, Time, and Resources  
           **READINGS:** Chapter 2, Administrative Procedures  
           **ASSIGNMENTS:** Chapter Assignment | **Student Success Day - Thursday, January 17, 2013**  
   - (Thurs) Group A - No Regularly Scheduled classes  
   - (Fri) Group B – Continue with Ch. 2 Assignment |
| Week 2 | Conference Planning Activities | **TOPICS:** Incoming and Outgoing Mail  
           **READINGS:** Chapter 6, Administrative Procedures  
           **ASSIGNMENTS:** Group Project |                                                      |
| Week 3 | Conference Planning Activities | **TOPICS:** Group Project  
           **ASSIGNMENTS:** Group Project Work Period  
           **Pam Gone Friday** |                                                      |
| Week 4 | Conference Planning Activities | **TOPICS:** Front Line Reception  
           **READINGS:** Chapter 8, Administrative Procedures  
           **ASSIGNMENTS:** Chapter Assignment | **Pam Gone Monday – Gina for coverage** |
| Week 5 | Conference Planning Activities | **TOPICS:** Travel Arrangements  
           **READINGS:** Chapter 9, Administrative Procedures  
           **ASSIGNMENTS:** Chapter Assignment | **ASSIGNMENTS:** Chapter Assignment |
| Week 6 | Conference Planning Activities | **TOPICS:** Meetings and Conferences  
           **READINGS:** Chapter 10, Administrative Procedures  
           **ASSIGNMENTS:** Chapter Assignment |                                                      |
| Week 7 | **Family Day: No Classes** | **TOPICS:** Group Project  
           **ASSIGNMENTS:** Continued for previous week  
           **Good Friday** | **ASSIGNMENTS:** Chapter Assignment |
| Week 8 | **Reading Week: No Classes** | **TOPICS:** Correspondence Filing (Alphabetic)  
           **READINGS:** Chapter 3, Gregg Filing  
           **ASSIGNMENTS:** Exercises 17 - 19 |                                                      |
| Week 9 | Conference Planning Activities | **TOPICS:** Correspondence Filing (Subject)  
           **READINGS:** Chapter 4, Gregg Filing  
           **ASSIGNMENTS:** Exercises 20 - 22 |                                                      |
| Week 10| Conference Planning Activities | **TOPICS:** Electronic, Geographic, Numeric filing  
           **READINGS:** Chapters 5, 6 & 7, Gregg Filing  
           **ASSIGNMENTS:** Exercises 23 – 28 |                                                      |
| Week 11| Conference Planning Activities | **TOPICS:** Letters - No classes for Group B |                                                      |
| Week 12| Conference Planning Activities | **TOPICS:** Electronic, Geographic, Numeric filing  
           **READINGS:** Chapters 5, 6 & 7, Gregg Filing  
           **ASSIGNMENTS:** Exercises 23 – 28 |                                                      |

**CONFERENCE**
Authorization

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

______________________________
Pam Wenaus, Instructor

______________________________
Gina Langager, Chair                     Date Authorized

______________________________
Guy Harmer, Dean                     Date Authorized

Signed copies to be delivered to:
Instructor
Registrar’s Office