

Business Department/Office Administration Diploma

Fall Semester, 2014

OA 215 A – Word Expert

3 Credits, 16 Weeks, 3 hours per week

Students will learn advanced features of Microsoft Word 2010. Office tasks will be automated to increase efficiency through the use of AutoText, fields, styles, macros, mail merge, outlines, indexes, templates, and program customizing. Students will format formal reports and proposals.

Prerequisites: OA 119 and OA 146 or equivalent

Instructor

Cristina Fuentes

Office location: Syncrude Technology Centre Office S111B

Phone number: 780-791-8939

cristina.fuentes@keyano.ca

Office Hours

Monday, Wednesday & Friday 12:00 p.m. – 12:50 p.m.

Tuesday 10:00 a.m. – 10:50 a.m.

Thursday 2:00 p.m. – 2:50 p.m.

Hours of Instruction

Wednesday 1:00 p.m. – 3:50 p.m. Computer lab C267

Required Resources

Microsoft® Word® 2010 Comprehensive. New Perspectives series. Zimmerman, Scott; Zimmerman, Beverly; Shaffer, Ann; Katherine, Pinard. ISBN 978-0-538-74892-6

Optional

Gregg Reference Manual. Canadian Edition. Sabin, Millar, Sine, Strashok.

Course Outcomes

After completing this course, students will be able to:

1. Automate the creation and formatting of business documents.
2. Create multiple-page reports with sections, alternating headers and footers, and utilize templates.
3. Use desktop publishing features to create newsletters.
4. Create proposals using styles, outlines, footnotes, and table of contents.
5. Create form letters and mailing labels using merge and database features.
6. Customize and automate Word using templates, AutoText, AutoCorrect, toolbars, fields, and macros.
7. Create on-screen forms using form fields and calculations within tables.

8. Manage long documents through the use of cross-references, document comments, indexes, and bibliographies.
9. Produce documents that can be sent by mail and follow acceptable business formatting guidelines.
10. Troubleshoot software related problems.

Evaluation

Attendance.....5%
 Assignments.....35%
 Quizzes.....25%
 Final Project.....35%
Total.....100%

A grade of C- is required for progression.

The minimum standard for passing this course is a grade of C- (60%).

Office Administration Grading System

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

Performance Requirements

1. Student Attendance (page 35 of the online Credit Calendar)

Class attendance is useful for two reasons. First, it maximizes a students' 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, students are responsible for their own learning and performance in this course.

Students are expected to attend all classes. 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 activities that may be due. If regular attendance is not maintained, you may face academic consequences.

Attendance will be taken daily in each class. Students are expected to notify their instructor if they are unable to attend class. Attendance will make up 5% of your final grade.

Students are expected to maintain, at minimum, an 80% attendance rate in this course. If your attendance rate falls below 80%, you may face academic consequences.

2. Academic Misconduct (page 35 of the online Credit Calendar)

By virtue of membership in the College's academic community, students accept a responsibility to understand and abide by the Academic Regulations stated in the Keyano College course 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

If you use specialized information or someone else's ideas, you must provide correct documentation. Failure to do this is plagiarism. Plagiarism is literary theft of intellectual property and is a serious offence. Anyone discovered handing in plagiarized material will be given a grade of zero for the assignment. Further plagiarism offenses may lead to dismissal from the course. While students are encouraged to collaborate, this does not entail others can complete your course work. Unauthorized collaboration on independent assignments is collusion, and this also constitutes an academic offence that will result in a grade of zero and may result in dismissal from the course.

Students must "refrain from unduly disturbing, disrupting or otherwise interfering" (Keyano College Course Calendar) with the work or other activities of fellow students or staff.

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 Disability Services: Learner Assistance Program at (780) 791-8934 (Room 167) to initiate the process for documenting, assessing, and implementing your individual accommodation needs.

If you have been diagnosed with a Learning Disability in the past, or you feel that you would benefit from some assistance from a Disabilities Counselor, please call (780) 791-8934 to book an appointment. In order to provide effective service, students are advised to address learner assistance issues **at the beginning of the semester**. Services and accommodations are intended to assist students in the course, while maintaining the academic standards of Keyano College. The Learner Assistance Program can be of assistance to you in disclosing your disability to your instructor, receiving accommodations, and your overall success at Keyano College.

It is the responsibility of the student to provide your instructor with any letter of accommodation a **minimum of one week before** the accommodation is needed. It is also the responsibility of the student to book any required work space when needed. Contact the SKILL Centre at (780) 792-5620 or skill.centre@keyano.ca.

In addition to special accommodation, tutoring services are available at the SKILL Centre (Room 119).

Assignments

All assignments must be retained in electronic format in the students' files. Moodle is a required component of the course, as all due dates and grades will be posted. Please pay careful attention to the information on Academic Misconduct (see the online Credit Calendar) for behaviour such as cheating and plagiarism. The penalty for such behaviour is a zero on the assignment and no opportunity to resubmit it.

Assignments must be handed in on the due date at the beginning of class. If being submitted on Moodle, assignments must be submitted by the due date posted. Late assignments will receive a mark of zero (unless there are documented extenuating circumstances such as illness). Technology issues are not considered valid grounds for late assignments.

In-class assignments must be completed in class on the assigned date.

Assessments

All assessment dates will be posted on Moodle when available and are subject to change.

Assessments must be written when scheduled. Make-up assessments will not be given unless there are documented extenuating circumstances. Students are expected to notify their instructor if they are unable to attend class on the day of the assessment.

The final examination will be a maximum of three hours in length and scheduled during the final exam period. All final examinations must be written on the specified examination date, or the conditions listed in the Keyano College Calendar under "Deferred Final Examination" will apply. Students with accommodations must inform the instructor and the Skill Centre of any necessary arrangements **at least three weeks in advance** of the final exam date.

Teaching and Learning Methodologies

A wide variety of teaching and learning methodologies are used to appeal to a broad range of learning styles. Lectures, PowerPoints, videos, research and writing projects, team activities, student presentations, social media explorations, career fairs, and field trips may all be used in the class. Notes and other material covered in the course will be posted on Moodle, an online learning website. Students are responsible for ensuring they are able to login and access documents. Students who are not able to access Moodle must inform the instructor immediately. Moodle will be kept up-to-date with all course specific content and information. In addition, an approved course outline and schedule will be posted. It is the student's responsibility to check Moodle for updates in order to stay current with course requirements.

Professionalism

Students must behave in a manner that is respectful and professional toward their instructors, classmates, and administration. Student communication, both written and verbal, must be completed in a professional manner. Inappropriate discussion topics or language will not be tolerated (even on breaks). Written communication must be done through the Keyano College email accounts and composed in a respectful manner. In addition, students will dress in a professional manner. Casual business clothing is preferred. Low necklines and short bottoms/skirts are not deemed professional attire. Participation in class activities is expected. The use of cell phones and social media are not allowed in the classroom, unless specified by your instructor.

Important Dates to Remember

Sept 1	College Closed (Labour Day)
Sept 2	Orientation Day
Sept 3	Fall Semester Begins
Sept 9	Last day to add courses for academic programs; Fall semester fees due
Sept 10	Fall late fee applied (\$100)
Sept 16	Last day to drop courses for academic programs (\$100 deposit is non-refundable)
Sept 16	Last day to waive SAKC Health and Dental plan or add family
Sept 26	Deadline to Apply for Cooperative Education
Sept 30	Fall Awards application deadline
Oct 10	Last day to withdraw with a 50% refund (Grade of W)
Oct 13	College Closed (Thanksgiving Day)
Oct 29	Last day to withdraw from Cooperative Education
Nov 11	No Classes (Remembrance Day)
Nov 25	Fall Awards Celebration
Nov 26	Last day to withdraw with a 0% refund (Grade of W)
Dec 5	Last day of classes for academics
Dec 8-17	Final Exam period for academics
Dec 19	Final Grades submitted for fall semester
Dec 25-31	College Closed (Christmas Break)
Jan 1	College Closed (New Year's Day)
Jan 5	Winter Semester begins for academic programs

Proposed Schedule

Week / Class Date	Topic	Evaluation
1 Sep 1 – Sep 5 September 3	Introduction and Review	Review Files (due Sep 16)
2 Sep 8 – 12 September 10	Review (cont'd)	
3 Sep 15 – 19 September 17	Tutorial 4 <i>Desktop Publishing and Mail Merge</i>	Tutorial 4 Files Assignment #1 posted (due Sep 23)
4 Sep 22 – 26 September 24	Tutorial 5 <i>Working with Templates, Themes, and Styles</i>	Tutorial 5 Files Tutorial 4 Test Assignment #2 posted (due Sep 30)
5 Sep 29 – Oct 3 October 1	Tutorial 6 <i>Using Mail Merge</i>	Tutorial 6 Files Tutorial 5 Test Assignment #3 posted (due Oct 7)
6 Oct 6 – 10 October 8	Tutorial 7 <i>Collaborating with Others and Creating Web Pages</i>	Tutorial 7 Files Tutorial 6 Test Assignment #4 posted (due Oct 14)
7 Oct 13 – 17 October 15	Tutorial 8 <i>Customizing Word and Automating Your Work</i>	Tutorial 8 Files Tutorial 7 Test Assignment #5 posted (due Oct 28)
8 Oct 20 – 24 October 22	Tutorial 8 (cont'd)	Final Project posted (due Dec 3)
9 Oct 27 – Oct 31 October 29	Tutorial 9 <i>Creating Online Forms Using Advanced Table Techniques</i>	Tutorial 9 Files Tutorial 8 Test Assignment #6 posted (due Nov 11)
10 Nov 3 – 7 November 5	Tutorial 9 (cont'd)	
11 Nov 10 – 14 November 12	Tutorial 10 <i>Managing Long Documents</i>	Tutorial 10 Files Tutorial 9 Test Assignment #7 posted (due Nov 18)
12 Nov 17 – 21 November 19	Final Project	Tutorial 10 Test
13 Nov 24 – 28 November 26	Final Project	
14 Dec 1 – Dec 5 December 3	Final Project	Final Project
15-16 Dec 8 – 19	Final Exams	

Please Note:

This course outline and schedule 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.

Cristina Fuentes, Instructor

Gina Langager, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:

Instructor
Registrar's Office