

OA 136 A - 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: OA 110

Instructor

Uylander Jack

Office location: Syncrude Technology Centre Office S111B

Phone number: 780-791-8939

Uylander.jack@keyano.ca

Office Hours

Monday to Thursday 12:00 – 12:50 PM

Wednesday 02:00 – 02:50 PM

Hours of Instruction

Monday 10:00 – 11:50 AM, Computer lab S107

Wednesday 10:00 – 11:50 AM, Computer lab S107

Required Resources**Gregg Quick Filing Practice**

5th Edition

Stewart; McGraw-Hill, ISBN: 9780073222887

Important: The Gregg Quick Filing Practice is a **mandatory** component of the course. Students are responsible to ensure access to their own copy **at the beginning** of the term to avoid the loss of marks.

Earbuds/headphones

Binder

USB device

Course Outcomes

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

1. Transfer basic word processing concepts learned to new situations.
2. Utilize the Canada Post Corporation website as a resource for preparing mailable documents.
3. Format and key single page and multiple-page business letters in the various letter and punctuation styles presented.
4. Prepare and print labels and envelopes in the inside address style and in the Canada Post Corporation style.
5. Perform a merge operation to generate form letters, mailing labels, envelopes, and directories.
6. Format and key interoffice memoranda and transfer concepts learned to prepare and format e-mails.
7. Build on previously learned table concepts to create and format documents in the table format.
8. Create a newsletter with pull-quotes and graphics.
9. Produce and edit documents utilizing the formatting procedures and software features presented in order to produce a mailable document within a reasonable amount of time.
10. Demonstrate organization skills by submitting assignments and completing quizzes at the specified times.

Evaluation

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

A grade of C- is required for progression.

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

Grading System

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

Proposed Schedule of Topics

Please note: Date and time allotted to each topic is subject to change.

Date	Monday	Wednesday
Week 1 Jan 6 - 10	Introduction Office Etiquette Forum 1 – What did you call me?	Final Project – Stage 1 Filing Exercises 1 to 6 Filing Quiz 1
Week 2 Jan 13 - 17	Management of Work, Time, and Resources Forum 2 – Smoking Supervisor	Administrative Support Final Project – Stage 2 Administrative Support Quiz
Week 3 Jan 20 - 24	Incoming and Outgoing Mail Forum 3 – Frustrated with interruptions	Incoming and Outgoing Mail Quiz
Week 4 Jan 27 - 31	Group Project Assignment Forum 4 – Sick Day	Filing Exercises 7 to 14 Filing Quiz 2
Week 5 Feb 3 - 7	Front Line Reception Forum 5 – Lying on the job	Front Line Reception Quiz
Week 6 Feb 10 - 14	Travel Arrangements Forum 6 – Expense Report	Itinerary Assignment Final Project – Stage 3 Travel Arrangements Quiz
Week 7 Feb 17 - 21	Reading Week – No Class	Reading Week – No Class
Week 8 Feb 24 - 28	Career Café - Tentative	Final Project – Stage 4 Filing Exercises 14 and 15
Week 9 Mar 2 - 6	Filing Exercises 16 to 19 Filing Quiz 3 Forum 7 – What to do with the money?	Work period for Final Project Stage 4
Week 10 Mar 9 - 13	Event Management Event Management Assignment Final Project – Stage 5 Forum 8 – After Hours	Event Management Quiz Filing Exercises 20 to 22 Filing Quizzes 4 and 5
Week 11 Mar 16 - 20	Meeting Management Minutes Assignment Forum 9 – Performance issues	Meeting Management Quiz Filing Exercises 23 to 24 Final Project – Stage 6
Week 12 Mar 23 -27	Time Management Time Management Quiz Forum 10 – Forget Everything	Filing Exercises 25 to 26 Filing Quiz 6 Final Project – Stage 7
Week 13 Mar 30 - Apr 3	Organizational Skills Organizational Skills Quiz Forum 11 - Copies	Final Project – Stage 8 Filing Exercises 27 to 28 Filing Quiz 7 to 8

Date	Monday	Wednesday
Week 14 Apr 6 – 9	Final Project Due Forum 12 – Dinner a la Corporate Card	Filing Final Quiz – All Rules and Terminology

Required Skills & Abilities

Enrolment in the Office Administration program and courses, requires the following skills and abilities:

Behavioural

- Ability to work independently or as a member of a group or team
- Engage with self and others to create a safe environment.
- Respond appropriately in situations that are stressful or that involve conflict
- Ability to listen and follow instructions
- Ability to manage time and meet deadlines

Cognitive

- Remember and recall information over a brief period of time.
- Remember and recall information over an extended period of time.

Environmental Ability to function in the presence of each of the following commonly encountered and unavoidable environmental factors:

- distractions
- noise
- unpredictable behaviour of others

Psychomotor

- perform repetitive movements and tasks
- perform complex sequences of hand-eye coordination

Technical

- Ability to use a desktop/laptop computer
- Ability to navigate the college's online Learning Management System (Moodle) and other publisher-specific LMS.

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 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, 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

The Student Academic Support Services (SASS) department: Accessibility Services, Skill Centre, Wellness Services and Student Life Department work together to support student success at Keyano College.

Accessibility Services (CC167) supports student success through group and individualized instruction of learning, study and test taking strategies, and adaptive technologies. Students with documented disabilities, or who suspect a disability, can meet with the Learning Strategists to discuss accommodation of the learning barriers that they may be experiencing. Students who have accessed accommodations in the past are encouraged to visit our office at their earliest opportunity to discuss the availability of accommodations in their current courses. Individual appointments can be made by calling 780-791-8934.

Skill Centre (CC119) provides a learning space where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff. Students visiting the centre have access to one-to-one or group tutoring, facilitated study groups, and assistance in academic writing. The Skill Centre's Peer Tutor program provides paid employment opportunities for students who have demonstrated academic success and want to share what they have learned. Tutoring is available free to any students registered at Keyano College on a drop in basis, from 8:30 am to 5:00 pm Monday through Friday. Additional evening hours are subject to tutor availability and are posted in the Skill Centre.

Wellness Services (CC260) offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. The Mindfulness Room in CC260 is available as a quiet space for students to relax during regular office hours. Wellness Service welcomes students to participate in any of the group sessions offered

throughout the academic year addressing such topics as Mindfulness and Test Anxiety. Individual appointments can be made by calling 780-791-8934.

Student Life Department (CC210) is a place for students to go when they don't know who else can answer their questions. The staff will help students navigate barriers to success and if they don't know the answer, they will find it out. Student success is directly affected by how connected a student feels to their college. The student life department is there to help students get connected.

Please watch your Keyano email for workshop announcements from our Student Academic Support Services team.