



DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – WINTER 2021

OA1215 EC3 CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS, 15 WEEKS

INSTRUCTOR: Dawn Greig

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OFFICE HOURS: Monday & Wednesday 10-11:30 am or anytime by appointment

WINTER 2021 DELIVERY: Online Delivery. This course is delivered online. There are no face-to-face or onsite requirements. Students must have a computer with a webcam and reliable internet connection. Technological support is available through helpdesk@gprc.ab.ca.

CALENDAR DESCRIPTION:

This modularized course covers the essential fundamentals of working in a professional office including: human relations, filing and records management, email records in Outlook, management of work, time and resources, Outlook Tasks and Calendar, organizational office structure and office layout, telephone and front-line reception, scheduling using Outlook Calendar, Tasks and Journalizing using Outlook, reprographics; meetings and conferences, Outlook Contacts and Meetings, in-coming and out-going mail, volunteerism, professional development; and employment strategies and job success skills.

PREREQUISITE(S)/COREQUISITE:

None

REQUIRED TEXT/RESOURCE MATERIALS:

- 1) ***Beginning Human Relations*** 1st Edition. This book is an OER (Open Educational Resource) and is provided free of charge.
- 2) Stewart & Trent, ***Quick Filing Practice*** 5th Edition, McGraw Hill, 2015

REQUIRED COMPUTER HARDWARE:

This course requires students to have access to a computer with Windows 10, high-speed internet access, Microsoft Word 365 2019 edition, access to Microsoft PowerPoint, Outlook 365.

CREDIT/CONTACT HOURS:

3 credits/75 contact hours

DELIVERY MODE(S):

Lecture/Lab – Online Delivery

COURSE OBJECTIVES:

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations skills
2. filing and records management skills, systems and practices
3. work, time and resources management systems and practices using traditional procedures and office technology organizational structure and office layout systems
4. telephone and front-line reception skills and best practices
5. reprographics equipment operation and effective reprographic systems
6. effective meetings and conference planning, management and follow-up skills and systems
7. electronic and traditional mail handling including Outlook
8. professional development as part of the office professional's duties
9. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.ca>.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability

GRADING CRITERIA:

Participation:	
Online forum contributions	
Effective communication within groups	10%
Human Relations and Office Procedures	30%
Outlook	15%
Filing Module	15%
Employability Skills Final Project	30%
(Search and Selection Team Project	15%)
(Resume, Cover Letter, and Portfolio	15%)

In order to receive credit for Business Administration and Office Administration first year courses, **you must achieve 50 percent on the final examination or final project**, and a course composite grade of at least D (50%).

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100	C+	2.3	67-69
A	4.0	85-89	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome Human Relations Module	Get to know your Course Brightspace Page Beginning Human Relations Ch 1
2	Human Relations Module Incoming and Outgoing Mail	Beginning Human Relations Ch 2
3	Human Relations Module Management of Work, Time and Resources	Beginning Human Relations Ch 3 & 4 Sources in Brightspace
4	Human Relations Travel Arrangements Meetings & Conferences	Beginning Human Relations Ch 5 & 6 Sources in Brightspace

Week	Topic	Reference & Readings
5	Human Relations Front Line Reception Office Technology/Reprographics	Sources in Brightspace Beginning Human Relations Ch 7 & 9 (specified pages)
6	Human Relations Dealing with Difficult People Professionalism Privacy	Sources in Brightspace Beginning Human Relations Ch 10 & 13 (specified pages)
7	WINTER BREAK	
8 - 9	Electronic Mail – Outlook 365	Sources in Brightspace
10-12	Filing/Records Management	Quick Filing Practice
13-15	Employment Strategies & Job Success Skills - Final Project	Sources in Brightspace

STUDENT RESPONSIBILITIES:

Quizzes, tests and exams will be written as scheduled by the instructor. Unless there is an excusable absence (usually requiring a doctor’s note), missed quizzes, tests and exams, will result in a mark of 0%

No Late Assignments will be permitted. Any missed assignments will result in a mark of 0%.

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Calendar at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <https://www.gprc.ab.ca/about/administration/policies>

**Note: all Academic and Administrative policies are available on the same page.