



School of Interdisciplinary Studies
& Employment Services

OFFICE ADMINISTRATION

PROGRAM GUIDE



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Please note the following important information:

Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at <http://www.durhamcollege.ca> for the most current information.

WELCOME FROM THE DEAN

On behalf of the entire School of Interdisciplinary Studies and Employment Services team, I would like to take this opportunity to offer you a warm welcome to Durham College! We sincerely appreciate that you have chosen to pursue your studies here at Durham College and, as such, that you have entrusted us to play a key role in the pursuit of your career goals. It is a significant responsibility – one that we all take very seriously. Our goal is to ensure your experience with us is an extremely positive and personally fulfilling one.

Your success matters to us! We are here to support you. If you have any questions or need any kind of assistance, please, don't hesitate to ask. The School of Interdisciplinary Studies and Employment Services office is located in room SW216. Our hours are Monday to Friday, 8:30 a.m. to 4:30 p.m. We are here to help. Thanks again for choosing Durham College. We very much look forward to working with you.

Warm regards,



Kevin J. Baker, Dean
School of Interdisciplinary Studies and Employment Services

A Message from the Vice-President Academic

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment, and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.



Judy Robinson,
Vice President, Academic

School of Interdisciplinary Studies & Employment Services

Program Specific Information

Program Faculty & Staff

The office of the School of Interdisciplinary Studies and Employment Services is located in SW216 of the Gordon Willey Building.

		Extension	e-mail
Dean	Kevin Baker	6596	kevin.baker@durhamcollege.ca
Associate Dean	Bev Neblett	2471	bev.neblett@durhamcollege.ca
Administrative Co-ordinator	Ann Conroy	2152	ann.conroy@durhamcollege.ca
Student Advisor	Rhonda Christian	2501	rhonda.christian@durhamcollege.ca
Administrative Assistant	Janice Haslett	2316	janice.haslett@durhamcollege.ca

Program Information

After a common first year in the Office Administrative program, students have the basic skills required for an entry-level position in many organizations. These include word processing, spreadsheets and electronic transcription skills. Courses such as communications, accounting and administrative procedures are also taken. Students must achieve a minimum keyboarding speed of 30 net words per minute in order to graduate.

Program Learning Outcomes

Office Administration - General Program

The graduate has reliably demonstrated the ability to:

1. Apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet deadlines in the workplace.
2. Locate and manage data and information from a variety of electronic and paper sources.
3. Organize and process electronic and paper communications to assist the flow of information in the workplace.
4. Record financial information for the workplace within a specified time frame using appropriate document formats, procedures, and software.
5. Produce accurate business documents by a specified deadline using available computer technology.
6. Use effective interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization.
7. Research, develop, and prepare draft reports substantiating the resources or services for the workplace using written and oral presentation techniques and appropriate technology.
8. Use the Internet and its tools to conduct research.
9. Demonstrate administrative skills to enhance the effective operation of the workplace.

Note: The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.

Academic Advising - Student Advisors

Each school provides a student advisor(s) to help you reach your full academic potential. These representatives can assist you with: accessing other college services; developing academic plans to promote success in the event of failed subjects or a low GPA; finding equivalent credits; identifying career goals and making sound academic decisions; making decisions regarding full- and part-time studies; reviewing graduation requirements; selecting electives and options; setting up academic plans; or transferring to another program. To view contact information for your Student Advisor, please visit: <http://www.durhamcollege.ca/student-experience/helping-you-succeed/academic-support-resources/academic-advising>

Academic Integrity

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College's core values.

To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>) provide a comprehensive explanation of Durham College's expectations regarding academic integrity.

Aegrotat

Aegrotat refers to a 'compassionate pass' in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student's transcript as AEG and is therefore not included in the calculation of a student's grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents, please visit the following link: <http://www.durhamcollege.ca/academicpolicies>

Centre for Students with Disabilities

The Centre for Students with Disabilities (CSD) at Durham College provides services to students with disabilities to ensure that equal access is available to all aspects of the academic environment. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Our services are confidential. Please visit the following link to view valuable information regarding the CSD:

<http://durhamcollege.ca/student-experience/helping-you-succeed/centre-for-students-with-disabilities>

Continuing Education Course Book

If you are unable to access a day-time course (timetable conflicts, wish to repeat a course, etc.) or want to get a head start on your next semester, discuss your options with your Student Advisor. To view comprehensive information regarding Continuing Education offerings, please visit the following link:

<http://www.durhamcollege.ca/academic-schools/school-of-continuing-education>

Course Outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online. Please note that students are expected to download copies of their course outlines from MyCampus prior to the first class in each course. Instructions for downloading are located on MyCampus at: <http://www.durhamcollege.ca/mycampus>

Please visit the following link to view the Course Outlines Policy and Procedure documents: <http://www.durhamcollege.ca/academicpolicies>

Credit Transfer Information

Durham College is dedicated to helping you build upon your previous education. If you have studied previously at Durham College or another recognized post-secondary institution, you may be eligible to receive credit for the courses you have successfully completed. Please view the following link for credit transfer information: www.durhamcollege.ca/credittransfer

Durham College Mission, Vision and Values

Our mission, vision, values were created to help ensure the success of our students, staff and faculty. Please view our guiding principles at the following link:

<http://www.durhamcollege.ca/about-us/corporate-links/governance/mission-vision-and-values>

Essential Employability Skills

Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning. Please view the following link for further information:

<http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/essential.html>

General Education

The Ministry of Colleges and Universities requires all Ontario college students enrolled in a 2-year Ontario College Diploma or a 3-year Ontario College Advanced Diploma program to successfully complete three or more General Education (GNED) courses prior to graduation. For more information about GNED course selection, a full listing of GNED electives (with course descriptions), and how to receive GNED credits for prior post-secondary studies, please visit the General Education website

at: <http://www.durhamcollege.ca/academic-schools/school-of-interdisciplinary-studies-employment-services/general-education>

Important Dates

Durham College strives to keep you informed of all important dates throughout the academic year. Please review the 2014-2015 important dates that includes fee payments, web registration, add/drop, exam dates etc. You can find this information online, in the Durham College handbook and on MyCampus. Please review MyCampus for important updates and reminders on important dates.

Learning Management System Usage (LMS)

Professors are expected to use LMS or DC Connect to support student learning. As per the Learning Management System Usage procedure, faculty will post and reveal all marks to their students on an ongoing basis. To view the LMS Usage Policy and Procedure, please visit the following link: <http://www.durhamcollege.ca/about-us/corporate-links/governance/policies>

Library

The Library is here to help you succeed! Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. You may visit the library virtually at <http://www.durhamcollege.ca/library> or to view information regarding locations, hours, and more, please visit the following link:

<http://www.durhamcollege.ca/student-experience/learning-spaces/library/about-the-library>

Missed Final Examinations

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of **non-emergency circumstances**, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Advisor or review the Missed Final Examination Policy and Procedure documents at the following link:

<http://www.durhamcollege.ca/academicpolicies>

Pathways to Degrees

Continue your post-secondary journey and leverage your Durham College education to earn additional credentials. To learn how you can further your education, visit www.durhamcollege.ca/pathways or check out the Durham College Transfer Guide at www.durhamcollege.ca/transferguide. Additional information regarding transferring between institutions in Ontario can be found at www.ontransfer.ca.

Prior Learning Assessment and Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is the process you can use to gain college credit(s) for learning and skills acquired through previous experiences. This may include workplace training, life experiences, self-directed study, community work, travel, hobbies and military service. By using the PLAR process, you may be able to complete a college certificate or diploma program in less time. Please view the following link for PLAR information.

<http://www.durhamcollege.ca/wp-content/uploads/plar.pdf>

Requirements For Promotion

Evaluation and Promotion

Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (<http://www.durhamcollege.ca/academicpolicies>) for a complete overview of grading and promotion practices.

Academic Probation

Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.