



School of Business and Leadership

OP 100

Office Procedures

Term: Winter 2022

Number of Credits: 2

Course Outline

INSTRUCTOR: Christina Thomas

OFFICE HOURS: Monday and Wednesday 3:30-4:00 pm

OFFICE LOCATION: TBA

CLASSROOM: Online (Zoom classroom)

E-MAIL: cthomas@yukonu.ca

TIME: Synchronous – online T/Th/ 9 -10:30 am

TELEPHONE: please email

DATES: Jan. 6 to April 12 **EXAM:** April 14, 2022, 9 to 12 pm

COURSE DESCRIPTION

This 35-hour course focuses on practical knowledge and skills related to office procedures, systems, and routines. Major topics in this course include human relations, interpersonal skills, conflict resolution, teamwork, time management, critical thinking, telephone skills and customer service, minute-taking, meeting planning, customer service, and oral presentation skills.

COURSE REQUIREMENTS

This course is intended for students in the Office Administration program.

RELATED COURSE REQUIREMENTS

OP 100 is a fully online course. Students must have consistent access to a reliable internet connection and a reliable computer with Microsoft Office software. Students must use their Yukon University email for communication with the instructor and may be required to use their web cam at times. Logging in to the course website regularly is required. Attendance at some synchronous class meetings is mandatory.

EQUIVALENCY OR TRANSFERABILITY

None.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon University program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr.

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to:

- Exhibit business standards of behaviour with respect to attendance, punctuality, positive attitude, time management, and respect for others
- Use the telephone in a professional manner including transferring calls, taking messages, putting calls on hold, screening calls, and dealing with difficult customers

- Provide exemplary customer service by increasing listening and communication skills
- Process incoming and outgoing communications
- Prepare and present a short oral report
- Use effective personal and interpersonal skills in different business situations
- Use initiative and assume responsibility in completing routine and non-routine tasks
- Work collaboratively with others to complete complex projects
- Exhibit ethical behaviour with respect to confidentiality, privacy, sharing of information, and dealing with the office “grapevine.”
- Think critically about the office environment and its procedures
- Take effective minutes and present them in logically formatted document

COURSE FORMAT

The course content is presented through synchronous activities as well as instructional videos and guest speaker presentations. These will be accessed through our course website found under “My Courses” on www.yukonu.ca

Students will work through chapters in the textbook. Coursework must be completed on a set schedule as outlined in the course syllabus.

EVALUATION

Course Assignments, Reception Duties, Journal Assignments, Forum Discussions	45%
Team oral presentation	15%
Participation (online forums, classes)	10%
Final Exam	30 %

Attendance & Participation

Ten percent (10%) of the final grade will consist of attendance at the synchronous class through Zoom, and participation in forums and other distance learning tools. Forum work is mandatory and graded.

Student Engagement and Professionalism

Engagement and professionalism in the classroom are critical to success. Punctuality, regular attendance, and full participation are ways for students to demonstrate professionalism and engagement. Success in this course requires active, positive, and professional engagement in class activities and discussions, reflecting thoughtful consideration of course material.

Assignments

OP 100 contains weekly assignments, some large and some smaller. These are communicated to you through the course syllabus and the Moodle weekly checklists. Your instructor maintains the discretion to treat each situation of late assignments and missed tests individually. All assignments must be submitted by the deadline unless previous arrangements have been made in writing with the instructor.

Exam

There is one final exam for this course. For the final exam, students may use a standard dictionary, thesaurus, and the Gregg Reference Manual. The final exam is a three-hour exam, and it must be completed within the allotted time. If a student is unable to write the final exam for any reason, they must provide advance notice in

order to have an opportunity to write at a later time. A doctor's note should be obtained if the reason for missing a test is illness. The exam must be written within three days of return after illness.

To pass this course, students must obtain 60% or higher.

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates.

TEXTBOOKS & LEARNING MATERIALS

Rankin, Shumack and Turczyniak. The Administrative Professional: Technology and Procedures, 4th Canadian Edition.

Additional learning materials will be provided on the course page.

ACADEMIC INTEGRITY

Students are expected to contribute toward a positive and supportive environment and are required to conduct themselves in a responsible manner. Academic misconduct includes all forms of academic dishonesty such as cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon University document.

Please refer to Academic Regulations & Procedures for further details about academic standing and student rights and responsibilities.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon University Academic Regulations (available on the Yukon University website). It is the student's responsibility to seek these accommodations by contacting the Learning Assistance Centre (LAC): LearningAssistanceCentre@yukonu.ca.

TOPIC OUTLINE * see OP 100 syllabus on the course page.