

	School of Business and Leadership
	OP 100
	Office Procedures
	Term: 202202
	Number of Credits: 2
Course Outline	

INSTRUCTOR: Rodney Hulstein

OFFICE HOURS:

OFFICE LOCATION: A2416

CLASSROOM: A2406

E-MAIL: rhulstein@yukonu.ca

TIME: Synchronous – T/Th (11:00am to 12:20pm)

TELEPHONE: 867-668-8703

DATES: Jan. 5 to Apr. 11 **EXAM:** April 13, 2022 (9am 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.

EQUIVALENCY OR TRANSFERABILITY

Receiving institutions determine course transferability. Find further information at:

<https://www.yukonu.ca/admissions/transfer-credit>

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

Weekly breakdown of instructional hours

The course content is presented through synchronous face-to-face activities as well as instructional videos and guest speaker presentations. Class activities will consist of lecture, group discussions, group work, presentations, and role-playing. We will have a total of 3 hours of class time each week and students will need to complete additional hours (i.e. reading and class preparation) outside of the classroom. It is expected that this course will require 5-6 hours/week of total work. It is important to note that the time required will vary by individual.

Delivery format

The delivery format is face to face.

EVALUATION

Assignments	45%
Team Presentation	15%
Participation and Engagement	10%
Final Exam	30%
Total	100%

Assignments

OP 100 contains weekly assignments, some large and some smaller. These are communicated to you in classes and through the course syllabus and Moodle. 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.

Team Presentation

Students will conduct a team research project and present their findings through a presentation that will be held during class.

Participation & Engagement

Ten percent (10%) of the final grade will consist of attendance and participation in class sessions. 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.

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.

ACCESSIBILITY AND ACADEMIC ACCOMMODATION

Yukon University is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Students experiencing barriers to full participation due to a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition), should contact [Accessibility Services](mailto:access@yukonu.ca) for resources or to arrange academic accommodations: access@yukonu.ca.

TOPIC OUTLINE

See OP 100 syllabus on Moodle course page