



School of Business and Leadership
OP 100 – Office Procedures
Synchronous, Online Delivery
CRN 20085
Term: Winter 2024
Number of Credits: 2

COURSE OUTLINE

INSTRUCTOR: Deanna McNaught
EMAIL: dmcnaught@yukonu.ca
OFFICE HOURS: by appointment
CLASSROOM: Online via Zoom
CLASS TIME: 11:00 am to 12:20 pm, Mondays and Wednesdays
DATES: January 4 to April 11, 2024 – Final Exam, April 15, 2024

COURSE DESCRIPTION

This two-credit 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.

This course requires that students apply the grammar and proofreading skills presented in BUSC 100.

COURSE REQUIREMENTS

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

Students will use their Yukon University email for communication with the instructor. There is an expectation that students will log into the Moodle site every week. Moodle is where students will find the course outline, weekly schedule, and course resources.

TEXTBOOKS and LEARNING MATERIALS

Rankin, Shumack and Turczyniak. *The Administrative Professional: Technology and*

Procedures, 5th Canadian Edition.

Additional learning materials will be provided on the Moodle course page.

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 do the following:

- 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 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 three 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. The delivery format is face to face.

ATTENDANCE AND COURSE ENGAGEMENT

Course content will be provided on Moodle. Regular student participation with the class discussions and course materials is necessary for success in the course. Materials covered each week will be cumulative, and missing courses and coursework will put a student at a serious disadvantage. Office procedures will be practiced and assessed each week.

Your instructor has the discretion to treat each late assignment and missed test individually. All assignments will be submitted by deadline unless previous arrangements have been made in writing with the instructor.

EVALUATION

Weekly Assignments (6 x 10% each)	60%
Class Presentation	10%
Midterm Assignment	15%
Final Assignment	15%
Total	100%

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

Access to a computer and Microsoft Word is required to complete the assignments. As a Yukon University student, you have access to Office 365 (including Word). Please see the [IT help page](#) for instructions on how to access Office 365 and download Word on your personal device.

COURSE WITHDRAWAL INFORMATION

Please refer to the YukonU website for important dates.

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 to complete this online, self-directed course.

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 and 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 because of a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition) should contact Accessibility Services for valuable resources or to arrange academic accommodations: access@yukonu.ca.