

**Division of Applied Science & Management
OP 100, Section AZ
Office Procedures
2 Credit Course
Winter, 2021**



COURSE OUTLINE

OP 100 OFFICE PROCEDURES, SECTION AZ

2 CREDITS

PREPARED BY: Meg Walker, Instructor

DATE: October 27, 2020

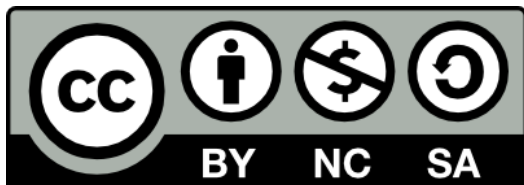
APPROVED BY: Ernie Prokopchuk, Interim Dean

DATE: November 11, 2020

APPROVED BY SENATE: Click or tap to enter a date

RENEWED BY SENATE: Click or tap to enter a date

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OFFICE PROCEDURES

INSTRUCTOR: Meg Walker

OFFICE HOURS: Thurs. 11:30 a.m. - 1 p.m.

OFFICE LOCATION: Zoom/phone

CLASSROOM: online

E-MAIL: mwalker@yukonu.ca

TIME: Mandatory synchronous class Tuesdays
9 – 11 a.m. and optional/recorded meetings
Thursdays 9 – 10 a.m.

TELEPHONE: 867-456-8575

DATES: Jan 5 – April 13

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.

PREREQUISITES

None

RELATED COURSE REQUIREMENTS

OP 100z 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. Logging in to the course website at least three times per week is required.

Attendance at Tuesday morning synchronous class meetings is mandatory.

EQUIVALENCY OR TRANSFERABILITY

None

LEARNING OUTCOMES

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Upon completion of this course, students should 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 asynchronous activities, including instructional videos. These will be accessed through our course website found under “My Courses” on www.yukonu.ca

Students will work through Chapters 1 – 4 in the textbook. Coursework must be completed on a set schedule as outlined in the attached syllabus.

ASSESSMENTS

Attendance & Participation

The instructor’s role is to facilitate learning in a workshop format. Course content will be delivered using lectures, videos, role-playing, and online activities including discussion forums. Each week, there will be one synchronous OP100 class, often with a guest speaker. We are lucky to have guest speakers who volunteer their time to come to our

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class. For effectiveness and value of the learning process, your attendance and full participation in the synchronous class sessions are essential.

Ten percent (10%) of your 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.

If you do miss a class(es), please let the instructor know (in advance if possible), and the instructor can tell you how to make up for the missed class(es). Upon returning to class after any absence, you are responsible for checking with the instructor for work or handouts missed during your absence(s).

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.

Late assignments will lose 10% per day penalty for each of the first three days. No assignment will be marked after the three-day penalty period.

If you feel you have a valid reason why you should not be subject to the penalty, it is your responsibility, as soon as you return, to inform your instructor. All late assignments that are submitted for grading purposes must be accompanied by a written explanation that includes the following:

- Your name
- Course name
- Reason for late (doctor's note if applicable)
- Original due date
- Date submitted

If you know ahead of time that you will be absent, it is your responsibility to provide a written explanation to your instructor. Arrangements can then be made with your instructor for your assignment due dates.

Practical Component

As a supplement to the workshops on telephone and customer service, each student will practice using a Yukon University telephone system with a staff member.

TESTS

There is one final exam for this course. For the final exam, you 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 you are unable to write the final exam for any reason, you 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 your return.

EVALUATION

Course Assignments, Reception Duties, Journal Assignments, Forum Discussions	45%
Team oral presentation	15%
Participation (online forums, classes)	10%
Final Examination	<u>30%</u>
Total	<u>100%</u>

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

REQUIRED TEXTBOOKS AND MATERIALS

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

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/

Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with explicit permission of the instructor, resubmitting work which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the University.

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.

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. If a student requires an academic accommodation, they should contact the Learning Assistance Centre (LAC): lac@yukonu.ca.

TOPIC OUTLINE Please see OP 100 syllabus.