



COURSE OUTLINE

OP 100

OFFICE PROCEDURES

45 HOURS

2.0 CREDITS

PREPARED BY: Meg Walker, Instructor

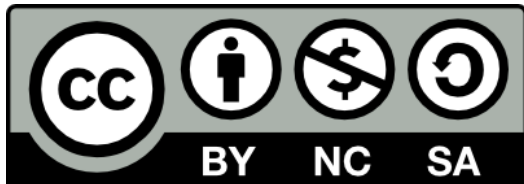
DATE: November 19, 2018

APPROVED BY: Margaret Dumkee

DATE: December 13, 2018

APPROVED BY ACADEMIC COUNCIL: Click or tap to enter a date

RENEWED BY ACADEMIC COUNCIL: Click or tap to enter a date



This work is licensed under the Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by-nc-sa/4.0/>.

OFFICE PROCEDURES 100

INSTRUCTOR: Meg Walker

TUTORIAL HOURS: Tuesdays 1 - 2:30 p.m., or by appointment as availability permits

OFFICE LOCATION: zoom room - still to be set up

CLASSROOM & TIME: Synchronous/mandatory class: Tuesdays 9:00 - 10:30
Asynchronous activities: online, with scheduled deliverables

E-MAIL: mwalker@yukoncollege.yk.ca

TELEPHONE: (867) 993-8800

DATES: January 3 - April 26, 2019

COURSE DESCRIPTION

This 45-hour course focuses on practical knowledge, introducing students to a series of hard skills and soft skills needed to develop administrative expertise. Emphasis is placed on building capacity in communication, collaboration, office technologies, and professional customer service. Students will be introduced to office protocols and standards suitable for employment in non-profit organizations, private business, development corporations, and all levels of government. Course materials reflect the intercultural context of Yukon communities.

PREREQUISITES

WP120 and BUSC100

EQUIVALENCY OR TRANSFER

None

LEARNING OUTCOMES

Upon completion of this course, students should be able to do the following:

- Exhibit professional standards of attendance, punctuality, attitude, and time management expected in fast-paced office settings such as First Nation, territorial and municipal governments, private businesses, and non-profit organizations.

- Provide professional customer service in a multicultural environment through effective listening and communication skills, particularly in managing emails and telephone calls, and providing front-line service.
- Discuss strategies for ethical decision making, for taking initiative, and for assuming responsibility in completing routine and non-routine tasks.
- Identify essential skills for collaboration and demonstrate these skills when completing complex team projects.
- Demonstrate skills required to support office staff with daily operations, including organizing meetings and events, preparing agendas, taking effective minutes, arranging travel, operating standard office equipment, and delivering oral presentations.
- Identify sources of stress in an office environment and strategies for conflict resolution, and develop a plan for managing personal stress in the workplace.

COURSE FORMAT

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 boards. Each week, there will be one synchronous OP100 class, and attendance is mandatory. We are lucky to have guest speakers who volunteer their time to come to our class. For effectiveness and value of the learning process, your attendance and full participation in the synchronous class sessions are essential.

ASSESSMENTS

Attendance and participation

In an online course, physical attendance is replaced by each student spending time with instructional materials on the course Moodle site. Forum work is mandatory and graded. *Logging on to the site a minimum of 3 times per week is recommended.*

Ten percent (10%) of your grade will consist of attendance (through zoom) at the synchronous class, and participation in forums and other distance learning tools.

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

Your instructor maintains the discretion to treat each situation of late assignments and missed tests individually. All assignments must be handed in *before the beginning of class* on the day requested 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 the College telephone system with a staff member.

Final Exam

For the final exam, you may use a standard dictionary, thesaurus, and *The Gregg Reference Manual*. No reference materials other than those specified by the instructor are allowed during the term test or final.

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.

In order to pass this course, students must obtain 60% or more in the course.

EVALUATION

A final grade for this course will be assigned on the following basis:

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

REQUIRED TEXTBOOKS AND MATERIALS

Fulton-Calkins, Patsy, and Diane Blaney. *The Administrative Professional*, Third Canadian Edition. Nelson Education, Toronto, Ontario, 2016.

Material will be available on the course page as required. Please ensure that you review all material on the course page.

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 College.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon College 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 College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukoncollege.yk.ca/yfnccr.

ACADEMIC ACCOMODATION

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 College Academic Regulations (available on the Yukon College website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC): lac@yukoncollege.yk.ca