



School of Business and Leadership
ADMN 102
Office Procedures for Administrative Professionals
Winter 2026
3.0 Credits

Course Outline

INSTRUCTOR: Matthew Lee, P.Eng. (PEO)

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Office Hours: By appointment

Course Format: Online Asynchronous

Dates: Jan 6 – Apr 17, 2026

COURSE DESCRIPTION

This course will focus on practical knowledge and skills related to office procedures, systems, and routines. Major topics include time-management skills, project management, communications and customer service, meeting and event planning, minutes and resolutions, and presentations.

COURSE REQUIREMENTS

Prerequisite(s): *Nil*

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:

- Utilize office technology and software effectively
- Apply time-management and organizational techniques
- Decipher office procedures and policies
- Manage office projects and multitask efficiently
- Navigate the technical, organizational, and communication aspects of office procedures efficiently

COURSE FORMAT

Weekly breakdown of instructional hours

The course will require you to dedicate approximately 2-3 hours per week reviewing materials and making discussion posts and then an average of 5-10 hours per module to complete the assignments. Discussion forums must be completed within the module they are part of, as described in the schedule below. All assignments must be completed by the end of the term.

Delivery format

This course will be delivered in an online asynchronous format. You will complete activities online, self-paced, though a schedule has been provided above to help you pace your activities, including the module discussion deadlines. Content and tasks will be outlined in Moodle and it will be imperative that students work through the material at a steady pace, so not to fall behind. Weekly announcements will be made to help keep you engaged and on-track. Email and regular, frequent internet access are an important part of this course. The instructor will communicate through the assigned Yukon University email addresses and the Moodle course website. Checking your Yukon University email daily is necessary to keep up with class activities. The use of the Moodle course website is mandatory. As an online, asynchronous course, interaction with your classmates will be done through the Moodle discussion forums. This is a critical piece of the course as interactions we would have in a classroom environment will be replicated in the forums. While they are not formally graded, active participation is expected and will be factored into some aspects of the module assignments.

EVALUATION

As this course is offered asynchronously and online, discussion forums and activities will form the basis of a lot of the practical skills and knowledge that will be discussed in the course. To ensure that you participate consistently and actively in the course, 24% of your final mark will be based on participation in the discussions for each module (2% per module). The participation is graded as pass/fail for each module. Discussion forums require online interaction with your peers, so you must complete the forums throughout the term during the weeks that the modules are introduced.

There will be 6 in-term assignments based on the course material. Assignment 1 is due on January 18, 2026. **This deadline is fixed.** All other assignments can be completed at your own pace throughout the term, but all assignments must be submitted by the end of the term (April 17, 2026). Assignments are graded per the grading guidelines provided with the assignment instructions in Moodle. Any assignment submitted by Wednesday, March 25, 2026 will be graded by March 31, 2026. If you wish to resubmit an assignment based on the feedback you receive, you may do so up to the end of the term, with a regrade maximum of 80%. Assignments that are submitted for the first-time after March 25, 2026 will not be eligible for resubmission.

A minimum of 60% overall is required to pass the course.

Weekly Participation (Pass/Fail) - 2% x 12 modules	24%
Assignment 1 – Personal Work Plan	10%
Assignment 2 – Inclusive Workplace Reflection	7%
Assignment 3 – Office Simulation	20%
Assignment 4 – Financial Records	10%
Assignment 5 – Meetings & Events	14%
Assignment 6 – Career Portfolio	15%
Total	100%

COURSE WITHDRAWAL INFORMATION

Refer to the YukonU website for important dates.

TEXTBOOKS & LEARNING MATERIALS

Open education resources are all available via Moodle.

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](#) for resources or to arrange academic accommodations: access@yukonu.ca.

TOPIC OUTLINE

Module	Dates	Topic
Module 1	Jan 6 – 11	Management of Work, Time, and Resources
Module 2	Jan 12 – 18	Equity, Diversity, Inclusion, and Accessibility
Module 3	Jan 19 - 25	Introduction to Human Resources
Module 4	Jan 26 – Feb 4	Organizational Structure and Office Layout
Module 5	Feb 5 – 15	Front Office Administration
Module 6	Feb 16 – 24	Information Technology and Services
Module 7		Web Tools and Data Security
Module 8		Record and Information Management
Module 9	Feb 25 – Mar 5	Commerce and Financial Record Keeping
Module 10	Mar 17 – 23	Project Management
Module 11	Mar 24 – 31	Meetings, Events, and Conferences
Module 12	Apr 1 – 17	Employment, Professional Development, and Strategic Career Planning