

**COURSE OUTLINE**

**OP 100z**

**OFFICE PROCEDURES**

**2.0** **CREDITS**

PREPARED BY: Meg Walker, Instructor DATE: December 12, 2019

APPROVED BY: Stephen Mooney, Interim Dean DATE: December 19, 2019

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

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





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Academic Council, Governance Office

Academic Council MyYC: Policies, Procedures and Forms

**OFFICE PROCEDURES 100z**

**INSTRUCTOR:** Meg Walker

**OFFICE LOCATION:** https://yukoncollege.zoom.us/j/928149562

**CLASSROOM & TIME:** Synchronous/mandatory class: Tuesdays 9 – 11 a.m.

Asynchronous activities: online, with scheduled deliverables

**TUTORIAL HOURS:** Thursdays 9 – 10 a.m., or by appointment as time permits

**E-MAIL:** mwalker@yukoncollege.yk.ca

**TELEPHONE:** (867) 456-8575

**DATES:** January 7 – April 17, 2020

**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 College-provided 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**

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 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, 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 submitted *by the deadline* unless previous arrangements have been made *in writing* with the instructor.

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| **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 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*. 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:**

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

**REQUIRED TEXTBOOKS AND MATERIAL**

1. Rankin, Shumack and Turczyniak. *The Administrative Professional: Procedures and Skills*, *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 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](http://www.yukoncollege.yk.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 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.

**TOPIC OUTLINE**

Please see OP 100z Syllabus