

DEPARTMENT of BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Winter 2025

OA1215 (EC): Office Procedures – 3 (3-0-2) 75 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Janelle MacRae **PHONE:** 780-539-2215
OFFICE: C305 **E-MAIL:** jmacrae@nwpolytech.ca
Monday 1:00 PM – 2:30 PM and
OFFICE HOURS: Friday 10:00 AM to 11:30 AM – or by appointment

CALENDAR DESCRIPTION:

This modularized course covers the essential fundamentals of working in a professional office. Students will be introduced to the competencies and procedures required in a business environment. Upon completion, students should be able to display skills and decision-making abilities essential for functioning in the total office context.

PREREQUISITE(S)/COREQUISITE: None

REQUIRED TEXT/RESOURCE MATERIALS:

1. Oliverio M.E, Pasewark W.R, White B.R, and. Stulz K.M. 2019. *The Office: Procedures and Technology*, 7th Edition. Cengage Learning. Boston, Massachusetts.
2. *Beginning Human Relations* 1st Edition. This book is an OER (Open Educational Resource) and is provided free of charge within your learning management system.
3. Students will need to purchase specific supplies for their final project. This will include a binder that is at least 1 ½" wide which has a clear cover on the front, sheet protectors, labels, and extra-wide dividers. Color printing will also be required.



Students are responsible for all fees associated with ProctorU, a live proctoring service for online exams. Fees are paid when you schedule your exams through ProctorU.

Pricing per exam is as follows:

60 minutes or less - \$16 USD

61-120 minutes - \$25 USD

121 - 180 minutes - \$31 USD

DELIVERY MODE(S):

Online - This type of course will be offered online. There are no set class times and students attend remotely and asynchronously. This is a paced online course, meaning there are weekly requirements that must be met.

LEARNING OUTCOMES:

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations and organizational behavior skills
2. filing and records management skills, systems, and practices
3. work, time and resources management systems and practices using traditional procedures and office technology
4. organizational structure and office layout systems
5. telephone and front-line reception skills and best practices
6. reprographics equipment operation and effective reprographic systems
7. effective meetings and conference planning, management and follow-up skills and systems
8. electronic and traditional mail handling including Outlook
9. professional development as part of the office professional's duties
10. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. **Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

Job Success Skills	5%
<ul style="list-style-type: none"> • Timely completion of quality work • Ability to work both independently and collaboratively • Participation in group discussions and any group work 	
Community Connection: Volunteerism	5%
Human Relations, Office Procedures, and Records Management	45%
Outlook	15%
Final Project	30%

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100		C+	2.3	67-69
A	4.0	85-94		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome, Course Intro/Overview, Volunteerism Overview and Assignment, Start Human Relations	BHR Ch 1 What is Human Relations
2	Achieve Personal Success, Emotional Intelligence (EQ), Managing Stress	BHR Ch 2 and 3
3	Communicating Effectively, Ethics at Work, Understanding Motivations	BHR Ch 4 and specified pages of Ch 5 and 6
4	Work Effectively in Groups, Handling Conflict and Negotiation, Cultural Diversity and Managing Your Career	BHR Specified pages of Ch 7, 9, 10 and 13
5	The Office Environment and Office Competencies	The Office Ch 1 and 2
6	Information Management and Efficiency and Telephone Communication	The Office Ch 3 and 6
7	WINTER BREAK	
8	Time and Workstation Management and Meetings and Travel	The Office Ch 9 and 10
9	Records Management	The Office Ch 11
10	Processing Mail and Email	The Office Ch 12 and Outlook manual OER
11	Outlook	Outlook Manual OER
12	Planning and Advancing Your Career and Ongoing Professional Development ; Start Final Project	The Office Ch 13 and 14
13	Employment Strategies – Resumes, Cover Letters, Interviews	
14-15	Employment Strategies – Portfolios and Final Project Work	

STUDENT RESPONSIBILITIES:

Students must read, understand and comply with Northwestern Polytechnic academic policies.

**Note: all Academic and Administrative policies are available at [NWP Policies | Northwestern Polytechnic \(nwpolytech.ca\)](#)

TESTING AND EXAM POLICIES

All quizzes will be written as scheduled. No rewrites will be given. If there is an excusable reason for a missed quiz, an exemption will be given for that quiz. Instructor must be notified prior to the test of any reason the student cannot take it. If the reason is not excusable, a grade of 0% will be given.

There is no final exam in this course. The final project due date is scheduled by the Registrar during the Final Exam week.

DUE DATES: Work must be submitted to MyClass and/or the instructor by the due date and time given. No lates will be accepted.

EMAIL CORRESPONDENCE:

*All email correspondence must be sent from your Northwestern Polytechnic student email account and must be professionally formatted (i.e., subject line filled in, proper greeting, spelling, and grammar check, etc.). Emails that do not follow the above requirements will not be responded to.

SOFTWARE & NETWORK REQUIREMENTS

Click on Device Requirements at this link in order to ensure your devices meet the requirements for taking an NWP online course: [Student Technical Support | Northwestern Polytechnic \(nwpolytech.ca\)](#)

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.



Additional Information:

USING PROCTORU:

This course uses ProctorU Live for online exams. To utilize this service, you are required to complete the following steps:

- Create a ProctorU account by clicking the ProctorU link in the course.
- Download and install the Guardian Web Browser, Google Chrome, and the ProctorU extension.
- Schedule each exam at least 3 days (72 hours) in advance. If you miss this deadline, you cannot take the exam.
- Pay for the proctoring service. The fees are exclusively your responsibility and in no event shall be the responsibility of Northwestern Polytechnic.

For more detailed instructions [click here](#), and for video instructions [click here](#).

Before each exam, you must complete a room scan with your web camera, during which you will show your surroundings to a live proctor.

The invigilator will ask to view (but not collect or store) your student identification to verify your identity and will remotely access your computer to unlock the exam. When monitoring your actions via video streaming, the invigilator may possibly record your actions if they suspect academic integrity behavioural issues. You will be verbally notified if/when recording begins.

The collection of and access to the personal information listed above is permitted under subsection 33(c) of the *Freedom of Information and Protection of Privacy Act*, RSA 2000, c F-25, which states, "No personal information may be collected by or for a public body unless that information relates directly to and is necessary for an operating program or activity of the public body." In addition, subsection 39(4) states, "A public body may use personal information only to the extent necessary to enable the public body to carry out its purpose in a reasonable manner."

Records Retention: Any video records of you created by ProctorU will be kept by ProctorU for a maximum of 7 days in order to make a decision about any possible academic integrity infraction, after which time it shall be permanently deleted. All other personal information collected and stored by ProctorU within your profile account will be permanently deleted if the account has not been used after one year.

Consent to Store Personal Information Outside Canada



ProctorU is an American company. An agreement is in place between ProctorU and Northwestern Polytechnic by which ProctorU will take reasonable steps to protect your personal information from unauthorized access and disclosure. Information about how ProctorU protects your privacy can be found in their [Privacy Policy](#).

By using the ProctorU service via Northwestern Polytechnic, you consent to the storage of and access to your personal information outside of Canada.

This consent is in effect from the day you register with ProctorU and expires one year after completion of your exam.

Additional privacy and liability information regarding the use of ProctorU is available on the NWP website.