OFFICE PROCEDURES I
Course Syllabus

Date   11/29/11

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COURSE NUMBER: AOT 141

PREREQUISITE(S):   ENG 100 and RDG 100

CO-REQUISITE(S):   AOT 134

COURSE DESCRIPTIONS   This is an introductory course to a variety of office procedures and tasks using business equipment, systems and procedures. Telephone techniques and filing techniques will be included.

TEXTBOOK(S):   Cooperman, Susan H. Professional Office Procedures. 5th Edition. Pearson-Prentice Hall, 2009.
ISBN-13: 978-0-13-515664-3

Shelly, Gary and Jill Romanoski. Microsoft Outlook 2010 Introductory. US: Course Technology, 2011.
ISBN: 13-978-1-4390-7849-5

REFERENCE(S):   None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: One (1) USB/jump drive and 100 lined cards 3" x 5"

METHOD OF INSTRUCTION: The data projection system, computer, and whiteboard will be used to teach the course by lecture and demonstration. Students will role-play situations commonly found in the workplace. Guest speakers and field trips will be included.

GRADING SYSTEM:

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
60	-	69	=	D
Below	-	60	=	F

The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in the final grade calculation.

GRADE CALCULATION METHOD:	*Tests (also includes professional dress days grade)	=	40%
	**Projects	=	20%
	Discussion Items		
	***Professional Attributes	=	20%
	Final Exam	=	20%
		=	100%

*To pass this class, you must have typed at least 30 words per minute with 2 or less errors on five different timings in class. The five different timings are average together for a test grade.

**Shadowing Project must be completed to pass this class.

***Professional Attributes grade begins with 100 points. Deductions from this grade result because of (1) missing class, (2) late to class and (3) cell phone use in class.

ATTENDANCE POLICY:

The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practica, internships, field trips, and other required class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing missed work if approved for late submission by instructors.

The student is tardy if not in class at the time the class is scheduled to begin and is admitted to class at the discretion of the instructor.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student enrolling in and attending at least one course session remains enrolled until the student initiates a withdrawal.

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

Absences for Religious Holidays: Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for

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the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one week prior to the absence(s). Develop (in writing) and instructor-approved plan which outlines the make up of activities and assignments.

2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan with outlines the make up of activities and assignments.

CLASSROOM CONDUCT:

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

CELLULAR PHONES AND PAGERS/BEEPERS: Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to "disruptive behavior."

CLASS/LAB PROCEDURES:

A grade of "C" or better is required before credit for this course can be applied toward any Administrative Office Technology degree or certificate.

The Learning Center, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website http://www.sccsc.edu/resources/tutoring/tlc or call 592-4968 for current semester operating hours

ACCOMMODATIONS: Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

Program Director
Mrs. Kathy Locke
592-4841
lockek@sccsc.edu

Program Department Chair
Mrs. Karen Ravan
592-4840
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Inclement Weather Schedule:
- Check SCC Web Site: www.sccsc.edu
- Tune to Channel-7 local TV station
- Tune to an FM/AM local radio station

COURSE OUTCOMES & OBJECTIVES: **Upon satisfactory completion of this course, the student will be able to:**

I. Understand the work environment by addressing changes and challenges in the workplace
1. Identify and discuss the role of the office professional
2. Identify various organization structures in the workplace

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II. Process business information using technology and understanding the office professional's role
   1. Introduce various technology tools for the workplace
   2. Introduce operating systems and applications software and their unique features

III. Address verbal, non-verbal and written communications
   1. Practice listening skills
   2. Develop and prepare effective business messages and documentation

IV. Perform proofreading activities to written communications and implement proofreading directives
   1. Introduce proofreading tools and techniques
   2. Reinforce English language usage and rules

V. Distinguish between various mail classifications and services
   1. Explain how to process both incoming and outgoing mail
   2. Identify different types of mail

VI. Manage electronic and manual file systems
   1. Define records management and explain how it is used within an organization

VII. Analyze procedures for handling financial transactions in business
   1. Discuss and identify business banking procedures
   2. Introduce the 10-key calculator

VIII. Provide customer service, schedule appointments and receive visitors
   1. Discuss handling difficult customers
   2. Make appointments
   3. Receive visitors

IX. Use telecommunications in the office
   1. Discuss and demonstrate proper telephone techniques
   2. Introduce voice recognition tools and techniques

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