



ADVANCED OFFICE PROCEDURES II

Course Syllabus

Date 1/3/2012

C - L - CR
3 - 0 - 3

COURSE NUMBER: AOT 142

PREREQUISITE(S): AOT 141, RDG 100 (or placement), and CPT 101 with a minimum grade of "C."

CO-REQUISITE(S): None.

COURSE DESCRIPTIONS This course covers the application of office procedures necessary to perform effectively and efficiently in the office environment. Topics include advanced telephone techniques, making travel arrangements and planning meetings and conferences.

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

REFERENCE(S): None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: USB/Jump Drive

METHOD OF INSTRUCTION: The data projection system, computer, and whiteboard will be used to teach the course by lecture and demonstration. In addition, various hands-on assignments will provide real-world experience. Students will role-play situations commonly found in the workplace. Guest speakers and field trips may be included. A 20-hour community service project is required.

GRADING SYSTEM:

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

**GRADE
CALCULATION
METHOD:**

Projects	=	35%
Professionalism	=	10%
Daily Assignments	=	15%
Community Project	=	20%
Final Exam	=	20%
Total		100%

To pass this class, each student must have submitted five different timings, completed during class, with a score of at least 35 words per minute and 2 or fewer errors. The five different timings are counted as individual project grades. Another requirement to pass this class is to successfully complete the community project.

Employers set certain professional expectations for their employees with regard to participation, attitude, absenteeism, and tardiness. For this reason, you are expected to attend class regularly, to arrive to class on time, and to be prepared for class. This portion of your course average begins at 100. The following deductions will be made from this participation grade:

- Absent per 1 hr. 20 min. class period (without approved written documentation) → 2 points
- Tardy more than 10 minutes → 2 points
- Tardy 10 minutes or less → 1 point
- Unprepared for class discussion → 1 point each occurrence
- Unprofessional behavior → 1 point each occurrence

Daily assignments may include professional dress days, discussion postings, Provelt tests, etc.

**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.

Every unexcused absence and tardy will result in a deduction of the student's professionalism grade. Absences and tardies must be accompanied by instructor-approved documentation in order to be considered excused.

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 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:

No assignments will be accepted late without instructor-approved documentation.

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
ravank@sccsc.edu

Inclement Weather Schedule:

•Check SCC Web Site: www.sccsc.edu

- Tune to **Channel-7** Local T.V. Station (CBS)
- Tune to an FM/AM Local radio station

**COURSE
COMPETENCIES &
OBJECTIVES:**

Upon satisfactory completion of this course, the student will be able to:

- I. Write and present successfully letters, memos, and reports using basic composition skills and the application of those skills on the computer.
 1. Identify the characteristics of effective correspondence
 2. Compose letters and memos
 3. Gather and interpret facts
 4. Plan and organize a message
 5. Proofread

- II. Efficiently use a wide range of Internet tools
 1. Conduct research on the Internet

- III. Recognize and utilize a variety of telecommunications devices
 1. Utilize fax machines
 2. Utilize reprographic machines

- IV. Utilize telephone and voice mail features
 1. Place outgoing calls
 2. Voice mail messages
 3. Telephone and customer service skills

- V. Utilize File Management procedures and techniques

- VI. Perform 10-key/financial operations

- VII. Create and deliver effective electronic presentations

- VIII. Manage and utilize e-mail software

- IX. Recognize effective techniques of planning a business meeting

X. Plan an international business trip