

HOCKING COLLEGE

COURSE OUTLINE

COURSE NO: OAT 110

COURSE NAME: OFFICE PROCEDURES I

CREDIT HOURS: 3

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PREREQUISITES: NONE

COURSE DESCRIPTION:

This course presents a realistic overview of the modern business office. Methods that the office assistant will encounter in any size office and professional procedures for carrying out these duties are presented. These include secretarial/receptionist duties, computer systems, managerial responsibilities, teamwork and customer service. Opportunities in the secretarial field and the various levels of secretarial work are explored. Personal qualifications, proper attitude, and conduct are stressed through problem-solving situations.

COURSE OBJECTIVES:

Upon completion of this course, the student will:

1. Understand the various levels of the office professional and the many fields in which a secretary may choose to work.
2. Understanding the role of the administrative assistant in admitting and screening visitors
3. Understand the telework and virtual assistant concept and the qualities and skills necessary to manage and support teleworkers.
4. Organize work and manage time more efficiently and follow workflow procedures efficiently.
5. Understand ways to manage stress
8. Understand the importance of teamwork in the workplace.
9. Understand ways to manage customer satisfaction
10. Understanding the workplace environment through ergonomic design and workplace safety

COURSE MATERIALS:

- None

TOPICAL OUTLINE:

- Topic 1 The role of the administrative assistant in the information age: Skills and qualities, professional image, the company scene.
- Topic 2 Admitting and Screening Visitors. Visitor Protocol, making Introductions, keeping visitor records, and making appointments
- Topic 3 Working with customers. Communicating and interacting with a customer in the workplace
- Topic 3 Stress, Anger and Time Management: Stress in our lives and the workplace, managing your time to reach your full potential
- Topic 4 Information Processing: Processing information using hardware, software and the world wide web
- Topic 5 Telecommunications: Telecommunications in the workplace
- Topic 6 The workplace team: Building teams, using teamwork for the successful office
- Topic 7 The office environment: workplace safety, ergonomics and design
- Topic 8 Telework – Home workspace, survival strategies, and management of the teleworker or virtual assistant
- Topic 9 Leadership – Develop leadership skills necessary for advancement in the workplace

SUCCESS SKILLS COMMUNICATES EFFECTIVELY

1. Reads, comprehends, analyzes, and evaluate various types of writing
 - a. Understands main ideas
 - b. Evaluates effectiveness of written document
2. Uses appropriate vocabulary, grammar, punctuation, spelling and syntax.
3. Writes effective business communications, including memos, letters, and reports.
 - a. Formats documents appropriately, including correct heading in memos; correct letterhead/return address, inside address, salutation, and complimentary closing in letters; and section headings within reports
 - b. Drafts and edits documents
4. Applies effective listening skills
 - a. Focuses attention on speaker
 - b. Asks clarifying questions
 - c. Responds appropriately to speaker

SUCCESS SKILLS MAINTAINS PROFESSIONAL SKILLS AND ATTITUDES

1. Demonstrates initiative
 - a. Actively participates
 - b. Asks questions as needed
 - c. Independently seeks further information
 - d. Recognizes tasks to be performed and completes them
 - e. Demonstrates willingness to learn new tasks
2. Meets performance expectations
 - a. Accomplishes skills and tasks assigned
 - b. Performs tasks according to the operational standards (efficiently, accurately, consistently)
3. Sets priorities and manages time efficiently in accordance with priorities
 - a. Prioritizes tasks to be completed
 - b. Completes tasks on time
 - c. Uses class/work time appropriately
 - d. Comes to class prepared
 - e. Practices time management
4. Uses and applies pertinent technology, including computers
 - a. Uses E-mail appropriately
 - b. Uses equipment necessary for the task
 - c. Uses computer/Internet services appropriately
 - d. Uses relevant computer software required for the task
 - e. Demonstrates computer skills
5. Adheres to safety standards and procedures
6. Demonstrates promptness and regular attendance
 - a. Consistently attends entire class session or assigned work schedule
 - b. Returns promptly from scheduled breaks
 - c. Notifies instructor if absence is unavoidable
7. Maintains image consistent with technology standards
 - a. Concentrates on assigned tasks

SUCCESS SKILLS MAINTAINS A CODE OF ETHICS

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

1. Adheres to established college, course, and class rules.
2. Exhibits honesty in communication with a good faith attempt to be truthful, accurate, straightforward, and fair.
3. Honors commitments and obligations.
4. Resolves value conflicts and moral dilemmas through a decision-making process
5. Accepts accountability for own action or inaction

SUCCESS SKILLS PRACTICES HUMAN RELATION SKILLS

1. Works effectively within groups.
2. Resolves conflict constructively.

HOCKING COLLEGE

EVALUATION OF THE STUDENT

My goal is to prepare you to meet the expectations of business and industry and become proficient in the various tasks required in modern business and industry offices. Also, I want to help you gain confidence, help you achieve a professional attitude in your future career, and help you gain the potential to progress once you achieve professional status.

I believe that you and I share teaching/learning processes. We must both contribute in order for the processes to be successful. I believe that evaluation should primarily be made to assist you in improving your performance, increase your skill levels, and add to your information pool. Since it is my goal and desire to support you in your efforts to learn, I will share my observations and assessment of your progress with you on a regular basis and offer assistance and opportunities for you to improve.

The factors listed below will be used to determine a final grade for the course:

SPECIFIC FACTORS

1. **EXAMINATIONS (AND QUIZZES):**

On-line chapter/unit exams will be given at designated times throughout the quarter. These quizzes will be available after the student has submitted the chapter assignments. The student is to email the instructor when he/she is ready to take a quiz. The quiz will then be released to the student. The quizzes will consist of multiple choice questions. The student will have only one opportunity to take the quiz. The quizzes are timed.

2. **ON-LINE ASSIGNMENTS:**

Weekly assignments will be posted on the calendar. These assignments are listed under the assignments link. These assignments must be completed by the end of each week assigned and before quizzes can be taken.

3. **ATTENDANCE:**

This is an online class, and attendance is not recorded in the usual manner. This class is not one in which the student does the work at his own pace and takes as long as he/she wants to complete the class. There is a great deal of flexibility, but the student is expected to turn in assignments and quizzes according to the due dates on the calendar. (A student may work ahead of schedule). This online class starts the first day of the quarter and ends on the last day of the quarter. This is not a PACE class, and a "PR" (progress) grade will not be issued. An "incomplete" will not be issued except under extreme circumstances that may arise for the student during the quarter. Again, it is very important to work at a steady pace through the course according to the calendar schedule. If a student does not have all the work finished by the end of the quarter, the grade will be

calculated based on the grades he/she does have, and that will be the final grade issued for the course.

4. **EXTRA PROJECTS:**

There will be no extra projects assigned for this course.

5. **GRADING SCALE:**

A	95-100	C	73-75
A-	90-94	C-	70-72
B+	86-89	D+	66-69
B	83-85	D	63-65
B-	80-82	D-	60-62
C+	76-79	F	59

6. **FINAL GRADE CALCULATION:**

A student's grade will be calculated as follows at the end of the quarter:

	<u>Evaluation</u>	<u>Percentage of Total Grade</u>
Tests		50 percent
Online Assignments		50 percent
		100 percent

7. **POLICY REGARDING HONESTY:**

It is assumed that each student is honest. Dishonesty on the job can affect your position, pay, benefits, promotion, and even your job. Should any dishonest act be observed or detected during the completion of a quiz, test, or assignment, the student(s) involved will receive a failing grade for that work.

If you are found guilty of cheating, you will fail the assignment involved. If you then become involved in another case of dishonesty in my class, you will fail the course and appropriate department directors, deans, and vice-presidents will be notified of your dismissal and the reasons for that dismissal.

8. **STUDENT GRIEVANCE DUE PROCESS PROCEDURES:**

Due process procedures for the College are located in the *Student Code of Conduct, Policy & Procedures Manual, 2001-2002*, published by the Student Affairs Office, Oakley 210.

9. **DISABILITIES SERVICES:**

Please immediately contact the Access Center/Office of Disabilities Services in JL 249 if you have been diagnosed with a disability that may hinder your academic success.

10. **STUDENT INSURANCE/COVERAGE:**

Hocking College insurance does not cover a student in cases of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.