This online course bridges the gap between the basic skills courses and current office practices. Topics include leadership, critical thinking, office etiquette, writing skills, planning and facilitating meetings, and interpersonal communications.

**Instructor Information:**

<table>
<thead>
<tr>
<th>Instructor: Lynne Taylor</th>
<th>Class Start Date: Jun 6, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:LynneTaylor@dcccd.edu">LynneTaylor@dcccd.edu</a></td>
<td>Class End Date: Aug 8, 2019</td>
</tr>
<tr>
<td>Office Phone: 972-860-4721</td>
<td>Class Meeting Times: Online</td>
</tr>
<tr>
<td>Office Location: M211A</td>
<td>Prerequisites: Keyboarding</td>
</tr>
<tr>
<td>Office Hours: By Appointment Only</td>
<td>Attendance Certification Date: Jun 19, 2019</td>
</tr>
<tr>
<td>Supervisor: Giraud Polite, Dean</td>
<td>Class Drop Date: July 22, 2019</td>
</tr>
<tr>
<td>Supv. Contact: <a href="mailto:Gpolite@dcccd.edu">Gpolite@dcccd.edu</a>, (972) 860-4215</td>
<td>College Credits: 3</td>
</tr>
</tbody>
</table>

*This is an online course. Computer down time is not an acceptable excuse for late work. Any computer and or internet problems are expected to be repaired promptly. Because you are enrolled in an online course, it is your responsibility to arrange access to a computer and the internet if your computer/software/internet needs repair or updating.*

**COURSE FOCUS**

The course focuses on basic procedures for handling office tasks. Completing the activities and exercises will provide practical steps for handling office tasks efficiently. Students will learn how to manage the office tasks by studying critical thinking and time management techniques. The student will demonstrate an increased knowledge, skill and ability in specified areas of office responsibility.

**REQUIRED TEXTBOOK**

**ISBN:** 9781305581166 or 1305581164  
**Note:** The textbook is required for this class and is NOT on reserve in the library. The student must obtain the required textbook from the Brookhaven College Bookstore.
SPECIFIC COURSE LEARNING OUTCOMES

<table>
<thead>
<tr>
<th>LEARNING OUTCOMES</th>
<th>EVALUATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain the changes, innovations, and trends and their impact on a business office.</td>
<td>Chapter Assignments, Exams, Project,</td>
</tr>
<tr>
<td></td>
<td>Supplementary Course Materials</td>
</tr>
<tr>
<td>Describe the importance of developing and promoting interpersonal relations.*</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Apply business English skills in the production of business documents.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Proofread business documents.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate problem-solving skills.*</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Apply job search techniques.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Prepare a resume.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Prepare a cover letter.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Perform basic financial tasks.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Use reprographics equipment.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate scheduling techniques.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate responsibility toward meeting deadlines.*</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate correct filing techniques.*</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Schedule appointments and demonstrate how to receive visitors.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Plan meetings and conferences.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate excellent telephone techniques.*</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate how to process mail.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Demonstrate how to manage your work, time, and other resources.*</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
<tr>
<td>Make travel arrangements.</td>
<td>Chapter Assignments, Exams, Project</td>
</tr>
</tbody>
</table>

Learning Outcomes Map to Performance Objectives

The learning outcomes address the following SCANS competencies and foundation skills: C1, C3, C5, C6, C11, C12, C13, C14, C15, C16, C17, C18, C19, F1, F2, F5, F7, F8, F9, F10, F11, F12. See the list below for an explanation of these items.

In addition to the SCANS listed above, successful completion of this course will also address SCANS C10, F13, F14, F16, F17. The following Workplace Skills will be addressed: 1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 30, 31, 32, 33, 34, 35.

PERFORMANCE OBJECTIVES

SCANS Competencies
The Secretary's Commission of Achieving Necessary Skills (SCANS), established in 1990, defined a common core of skills that constitute job readiness. The Office Technology Department at Brookhaven College is committed to prepare you with the knowledge and skills you need to succeed in today's dynamic work environment.


**SCANS FOUNDATION SKILLS**

|-------------|-------------------------|---------------------------------------------------------------|

**WORKPLACE SKILLS**

1. Work ethics.
2. Implement responsibilities of job position including exhibition of dependability, demonstrating high confidentiality, and meeting of organizationally defined expectations.
3. Operate within scope of authority adhering to company rules, regulations, and policies as established including interpretation of employer/employee handbook and procedures.
5. Practice time management and follow work schedule.
6. Assume responsibility for own decisions and actions.
7. Exhibit pride and positive attitude.
8. Display initiative and enthusiasm in undertaking new tasks.
9. Show assertiveness appropriate to the situation.
10. Seek work challenges.
11. Understand and apply ethical principles to decision-making.
12. Understand the importance of providing good customer service (internal and external).
13. Exhibit ability to handle stress.
14. Participate in meetings in a positive and constructive manner.
15. Maintain state-of-the-art skills through participation in in-service and other training.
17. Interpersonal relationships.
18. Respect individual diversity.
19. Respond to praise or criticism.
20. Provide constructive criticism or praise.
21. Channel and control emotional reactions.
22. Resolve conflicts.
23. Display a positive attitude.
25. Employ appropriate skills for gathering and retaining information.
26. Interpret written, graphic, and oral instructions.
27. Identify problems.
28. Clarify individual and company purposes and goals.
30. Identify available solutions and their impact including evaluation of credibility of information, and location of information.
31. Evaluate options.
32. Set priorities.
33. Select/implement options/decisions including prediction of results of proposed action.
34. Organize personal workloads.
35. Participate in brainstorming sessions to generate new ideas and solve problems.


COURSE OUTLINE

See the Completion Schedule online under Syllabus/Schedule and attached to the end of this Syllabus. The Completion Schedule is a week-by-week assignment schedule.

Means of Assessment of Course Learning Outcomes: Your understanding of the course material and your grade will be determined as follows:

Chapter Assignments
You will complete and turn in assigned exercises found under Assignments in Blackboard. You can work as far in advance as you like. I will check assignments for accuracy and grade them using the following rubric:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Excellent 5</th>
<th>Acceptable 4</th>
<th>Unacceptable 2</th>
<th>Incomplete 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Writing, Sentence Fluency, Paragraph Division, &amp; Mechanics</td>
<td>Clear and concise; content in logical progression; eliminates slang, clichés; uses active verbs; contains no contractions</td>
<td>Clear; organized content; Some variation in sentence length. One fragment. Paragraph divisions are somewhat effective. Number of paragraphs appropriate.</td>
<td>Clear; organized; acceptable content but average writing; not concise Two sentence fragments. Message is underdeveloped. Awkward paragraph construction makes meaning of</td>
<td>Content is not clear or organized; does not make sense; too much information or too little; More than 2 sentence fragments. Message is lost in poor construction.</td>
</tr>
<tr>
<td>Paragraph divisions are effective. Number of paragraphs fits suggested format. Main purpose of the message is clear.</td>
<td>Main purpose of the message is clear.</td>
<td>Message difficult to understand.</td>
<td>Paragraphs are confusing.</td>
<td></td>
</tr>
</tbody>
</table>
**Grammar, Spelling, Punctuation**

<table>
<thead>
<tr>
<th>1-2 spelling, capitalization, or punctuation errors. 1-2 grammar &amp; usage errors.</th>
<th>3-4 spelling, capitalization, or punctuation errors. 3 – 4 grammar and usage errors.</th>
<th>Multiple errors. Spelling, capitalization, or punctuation errors make message unclear. Grammar &amp; usage errors makes message unclear</th>
</tr>
</thead>
<tbody>
<tr>
<td>No grammatical, capitalization spelling, or punctuation errors. Grammar &amp; usage are correct.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Responsibility/ Quality of Work/Completeness**

<table>
<thead>
<tr>
<th>Assignments completed and submitted on time; Submits assignment with professional appearance; complete, exceeds requirements of assignments; provides work of highest quality.</th>
<th>Assignments completed and submitted on time; Submits neatly formatted assignments; met requirements of assignments.</th>
<th>Assignments completed and submitted on time; Assignments needed some assistance from instructor. Missing information for one or two components</th>
</tr>
</thead>
<tbody>
<tr>
<td>All assignments completed and submitted on time. Submits assignment with professional appearance; complete, exceeds requirements of assignments.</td>
<td>Assignments</td>
<td>Assignments incomplete, Assignments not submitted on time; assignments submitted with less professional appearance; Missing information from three or more components Assignments required extensive assistance from instructor. Met minimum expectations of assignment.</td>
</tr>
</tbody>
</table>

**Content**

<table>
<thead>
<tr>
<th>Much thought and effort was given in assignment preparation. Entire assignment reflects much planning in its organization and creation.</th>
<th>Some thought and effort was given in assignment preparation; Assignments reflect some planning in organization and design.</th>
<th>Some thought and effort was given in assignment preparation; Assignments reflect some planning in organization and design.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some thought and effort was given in assignment preparation. Entire assignment reflects much planning in its organization and creation.</td>
<td>Organization and design</td>
<td>Little thought and effort was given in assignment preparation; unorganized and/or not neatly presented</td>
</tr>
</tbody>
</table>

**Quizzes and the Final Exam**

There are three quizzes and a final exam. The exam will be a mixture of essay, multiple choice, and the occasional true/false question. All quizzes are designed to assess your command of the reading material. Please consult the syllabus and completion schedule for chapters covered on each exam and the final
exam. The final exam is worth 200 points.

**Technology Update Scavenger Hunt**
Students are to research the latest technology, computers and their features, software, peripherals, and other new products on the market. The Technology Update is 200 points. The purpose of this assignment is to bring the student up to date concerning advances in technology.

**Career Center Visit**
Students are to make an appointment at the DCCCD Career Center of their choice. Students are to have their cover letter (can be generic) and their resume reviewed and revised by a career counselor. Students are to submit a copy of their revised cover letter and resume in Blackboard, along with the name of the Career Center visited, the date and time of the visit and the name of the career counselor. This project is worth 100 points.

**International Project**
Information regarding the International Project is located in Blackboard. This project is worth 200 points. The International Project has been identified and designed as an assessment that demonstrate students’ learning outcomes shown in the certificate and AAS degree.

**Discussion Forum Participation**
Participation in the Discussion Forums is mandatory and will be a part of your final grade. In this course, you are required to be a part of an online community of learners who collectively interact, through discussion, to enhance and support the professional performance of each other. Part of your participation in the forums includes assessing the quality and quantity of your participation in each discussion forum. Some characteristics of excellent discussion contributions are outlined below. I will consider these characteristics when assessing the quality and level of your participation.

- **You should submit your initial post(s) on time and your subsequent responses to the posts of other learners at timely intervals within the duration of the session. Keep in mind the goal is to have a dynamic discussion around the major content of the session that lasts throughout the entire session. You must respond to at least two of your classmate’s responses.**
- **Your posts and responses should be thorough and thoughtful. Just posting an "I agree" or "Good ideas" are not considered adequate.** Support your statement with examples, experiences, or references. You are; however, encouraged to be brief — keep each post and response to one or two short paragraphs. Keep in mind that your fellow learners will be reading and responding to you, too.
- **Make certain that in all your posts and responses you address the question, problem, or situation as presented for discussion. This does not mean you should not extend the topic, but do not stray from the topic.**
- **Discussions occur when there is dialogue. So, build upon the posts and responses of other learners to create discussion threads. Make sure you revisit the discussion forum and respond (if necessary) to what other learners have posted to your initial responses.**
- **When relevant, add to the discussion by including prior knowledge, work experiences, references, Web sites, resources, etc. (giving credit when appropriate).**
- **Your contributions to the discussions (posts and responses) should be complete and free of grammatical or structural errors.**

There are four questions, including your Week 1 Introduction. Each discussion board question is worth 20 points. You can receive up to 10 points for your initial response and up to 10 points for your responses to your classmates.

**First,** you must post your response to each topic. **Second,** you must post two responses to another
student’s post. This rubric will be used to assess your participation in each discussion forum in this course.

**Discussion Forum Participation Rubric for Each Question**

*Satisfactory* 20 points - Submits thoughtful post and responds to other learner’s responses. Demonstrates knowledge and understanding of content and applicability to professional practice.

*Unsatisfactory* 0 Points - Does not submit at least one post and does not submit at least one response to one other learner’s response. Post(s) and responses show little evidence of knowledge and understanding of course content and applicability to professional practice. Lack of effort is obvious.

**Student Contributions**

Each student will spend five to ten hours per week preparing for class. Participation is critical to student success in this class. If you read, highlight, and summarize information from the text and make notes in the text margins, you will spend your study time efficiently and will be able to participate effectively as a class member.

*Your contribution includes the following:*

1. Submit assignments prior to or on the due date.
2. Read the text.
3. Complete assignments.
4. Participate in discussions.
5. Complete exams and projects.
6. You do not have to contact your instructor each week for attendance purposes.
7. Your weekly assignments will serve as your attendance in the class.
8. Missing deadlines and being unreliable are all unacceptable in the work place. It is also unacceptable in this course.

**Grading Procedures**

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Points Toward Total Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Assignments (16 assignments 25 points each)</td>
<td>400 points</td>
</tr>
<tr>
<td>Exams (3 @ 70 points each)</td>
<td>210 points</td>
</tr>
<tr>
<td>Grammar Quizzes (13 @ 10 points each)</td>
<td>130 points</td>
</tr>
<tr>
<td>Technology Scavenger Hunt Project</td>
<td>200 points</td>
</tr>
<tr>
<td>Career Center Visit Project</td>
<td>100 points</td>
</tr>
<tr>
<td>International Project</td>
<td>200 points</td>
</tr>
<tr>
<td>Discussion Board (4 @ 20 points each)</td>
<td>80 points</td>
</tr>
<tr>
<td>Final Exam</td>
<td>200 points</td>
</tr>
<tr>
<td>Total points possible</td>
<td>1520 Points</td>
</tr>
</tbody>
</table>

**Grading Scale Resulting in the following point system grading scale:**

- 1368-1520 = A
- 1216-1367 = B
- 1064-1215 = C
- 912-1063 = D
- 912 & below = F

NOTE: The instructor reserves the right to modify the course requirements, calendar dates, assignments,
grading procedures, and other related policies that are deemed necessary to manage and conduct this course in the classroom or online. Students are responsible for contacting the instructor and for seeking clarification of any requirement that is not understood.

**Late Submission**

- All required assignments are to be submitted under the assignment tab in eCampus by the due date.
- Any assignments not received under the assignment tab in eCampus will receive a grade of “0”.
- A semester worth of work will not be acceptable for grading. Follow the due dates on the completion schedule.

*Remember: The grade you receive is the grade you earn. Your grade is based on the work you submit.*

Students are to follow the Syllabus and Completion Schedule for due dates for all assignments. Work must be submitted on time.

**Computer Issues**

You are responsible, not your instructor, for resolving your computer issues. Lack of a computer, a broken computer, waiting for your new computer to arrive, waiting until your financial aid refund to arrive to purchase a new computer, etc. are not acceptable excuses for late work. You are enrolled in an online course. Locate another computer to use so you can complete your assignments in a timely manner. Because you are enrolled in an online class, plan ahead so you can find another computer to submit your assignments on time. It is your responsibility to arrange access to a computer and the internet. If you continue to experience computer issues, make other arrangements to complete your assignments. The M129 Lab at Brookhaven College is available for your use.

**Student Contributions**

Each student will spend five to ten hours per week preparing for class. Participation is critical to student success in this class. If you read, highlight, and summarize information from the text and make notes in the text margins, you will spend your study time efficiently and will be able to participate effectively as a class member.

*Your contribution includes the following:*

1. Submit assignments prior to or on the due date.
2. Read the textbook and the assignment links.
3. Complete assignments.
4. Complete exams and projects.
5. You do not have to contact your instructor each week for attendance purposes.
6. Your weekly assignments will serve as your attendance in the class.
7. Missing deadlines and being unreliable are all unacceptable in the work place. It is also unacceptable in this course.

**Discipline/ Course/ Department/Policies**

*Attendance:* Your prompt submission of assignments will count as your weekly attendance.

For the last day of class see Completion Schedule.

For the last day to withdraw from a class see Completion Schedule.

**CLASS POLICIES**

POFT 1309-Administrative Office Procedures I
**Instructor Communication** Your syllabus provides information on ways to contact the instructor. Make sure to review the information regarding the instructor so that you are able to contact the instructor regarding assignments and/or questions.

**By telephone**—When leaving a message, please speak clearly and slowly enough to be able to take a message if needed. Be sure to include your name, course and section numbers, telephone number and a convenient time to return the call.

**By e-mail**—When sending an e-mail, be sure to include course number, such as POFT 1309-23401 in the subject line. Add your full name in the body of the message. You will receive a response within 48 hours.

**Late Assignments**
The completion schedule is designed to help you proceed through the assignments so you can complete the course by the end of the term/semester. No points will be awarded for late submissions. Just as in a work environment, if you cannot meet a deadline, you would contact your supervisor to discuss the issues, your instructor has the same expectations.

**Academic Integrity/Honesty**
All course work in this class is undertaken with the understanding that academic honesty is the only acceptable behavior. Further, it is understood that the instructor sets the standards of academic honesty in the class, determines when these standards have been violated, and determines the consequences of that behavior by the student. The following instances of academic dishonesty will not be tolerated and if committed, will result in a grade of “F” in the course.

**Cheating** – intentionally using or attempting to use unauthorized materials, information or student aids in any academic exercise. Specifically:

1. Copying from another student’s exercise, chapter/unit assessment, or exam.
2. Using exam materials not authorized by the person administering the exam.
3. Collaborating with or seeking aid from another student during an assessment of any type without permission from the faculty.
4. Knowingly using, buying, selling, stealing, or soliciting, in whole or in part, the contents of an student’s exercise, chapter/unit assessment, or exam.
5. The unauthorized transporting or removal, in whole or in part, of the contents of the student’s exercise, chapter/unit assessment, or exam.
6. Substituting for another student, or permitting another student to substitute for one’s self, to take student’s exercise, chapter/unit assessment, or exam.
7. Bribing another person to obtain a student’s exercise, chapter/unit assessment, or exam or information about a student’s exercise, chapter/unit assessment, or exam.

**Collusion** – unauthorized collaboration with another person in preparing work offered for credit i.e., providing exam information to another student, working collectively on assignments intended as individual tasks.

**Fabrication** – intentional and unauthorized falsification or invention of any information in an academic exercise.

**Plagiarism** – intentionally representing the words or ideas of another as one’s own in any academic exercise.

**DO NOT, I REPEAT, DO NOT COPY YOUR ANSWERS WORD FOR WORD FROM THE**
TEXTBOOK. THAT IS PLAGIARISM.

Facilities, Equipment, and Resources

   Equipment - Use of computers and equipment in M Building classrooms and lab are for the sole use of students enrolled in Brookhaven College courses.

Software License - As a student enrolled in a class, you are only authorized to use software required for completion of specific class assignments and quizzes/tests. Because of Brookhaven College’s licensing agreement, you may not use this area for any other work, such as typing personal documents.

Technical Requirements and Support

eCampus
Campus courses and online courses require access to a computer, the Internet and email. If you should have any technical difficulties, call 1-866-374-7169 or the eCampus Technical Support and Help Desk at http://dallastelecollege.dcccd.edu/techSupport.html

- It is your responsibility to have the required software and computer setup to complete the course requirements.
- Technical requirements are identified in the orientation to your class.

Your Computer Issues
You are responsible, not your instructor, for resolving your computer issues. If you continue to experience computer issues, make other arrangements to complete your assignments. Locate another computer to use so you can complete your assignments in a timely manner. Because you are enrolled in an online class, plan ahead so you can find another computer to submit your assignments on time.

INSTITUTIONAL POLICIES

Institutional Policies relating to this course can be accessed from the following link