COURSE IDENTIFICATION

Course Code/Number: OTEC 107

Course Title: Office Systems & Procedures

Division: [x] Applied Science (AS)   [ ] Liberal Arts (LA)   [ ] Workforce Development (WD)

[ ] Health Care (HC)   [ ] Lifetime Learning (LL)   [ ] Nursing   [ ] Developmental

Credit Hour(s):   Three (3)

Effective Date: Fall 2013

Assessment Goal Per Outcome: 70%

COURSE DESCRIPTION

This course provides practical experience in techniques of the office, business communications, filing, financial responsibilities, office organization, and office human relations.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

Prerequisite: CSIS 100 Computer Concepts and Applications, CSIS 130 Introduction to Computer Information Systems, or the equivalent.

TEXTS

The official list of textbooks and materials for this course is found on *my*Neosho.

http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:
    *   identifying rights and responsibilities of citizenship,
    *   identifying how human values and perceptions affect and are affected by social diversity,

- identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
   - listing factors associated with a healthy lifestyle and lifetime fitness,
   - identifying the importance of lifetime learning,
   - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
3. Communicate effectively through:
   - developing effective written communication skills,
   - developing effective oral communication and listening skills.
4. Think analytically through:
   - utilizing quantitative information in problem solving,
   - utilizing the principles of systematic inquiry,
   - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

At the end of this course, the student should be able to:

OUTCOME 1: Discuss the features of an ever-changing and ethical work environment.
Competencies:
1. Describe the future workforce.
2. Determine changes in the work environment.
3. Define the types of business organizations and workplace structures.
4. Describe the role and responsibilities of administrative professionals.
5. Identify skills and qualities necessary for administrative professionals.
6. Recognize the importance of ethical behavior
7. Explain the characteristics of an ethical organization and the traits of an ethical employee.
8. Define steps necessary for ethical change.
9. Define the causes of stress.
10. Identify stress reducers, and time wasters.

OUTCOME 2: Describe current workplace technologies.
11. Identify information processing tasks.
12. Explain the functions of computer hardware.
13. Describe system and application software.
14. Describe electronic file management techniques.
15. Discuss telecommunication technologies.
16. Describe how to protect against spam, phishing, pharming, and spim.
17. Explain the importance of e-mail use policies.

OUTCOME 3: Demonstrate written communication skills, records management procedures, and presentation skills.
18. Choose the appropriate written communication method.
19. Identify the steps in planning and organizing written materials.
20. Produce effective instant messages, e-mail, memorandums, and letters.
21. Research and write a report.
22. Identify best practices for managing records.
23. Describe types of storage systems for records, and determine records retention requirements.
24. Develop and deliver presentations using visuals.

OUTCOME 4: Discuss the use of workforce teams and identify the characteristics of a customer service organization.
25.   Identify the types of workforce teams and determine characteristics of successful teams.
26.   Identify the characteristics of a customer service organization.

OUTCOME 5: Identify proper procedures for handling workplace mail and copiers, making travel arrangements, and the use of effective meetings and conferences.
27.   Identify USPS mail services and mail classifications; identify private mail services.
28.   Explain how to process both incoming and outgoing mail.
29.   Describe copier types and features.
30.   Explain the benefits of recycling.
31.   Explain the importance of ethics and etiquette when making copies.
32.   Explain the global nature of corporate America.
33.   Make domestic and international travel arrangements.
34.   Explain organizational travel procedures and the administrative professional's responsibilities before and after a trip.
35.   Describe the various types of meetings.
36.   Explain the characteristics of effective meetings.
37.   Determine meeting formats.
38.   Demonstrate conflict resolution skills.

OUTCOME 6: Demonstrate career development and leadership skills.
39.   Identify sources of job information.
40.   Prepare a letter of application and a resume.
41.   Develop job interview skills.
42.   Define and discuss teleworking, teleworkers, and virtual assistants.
43.   Define leadership and describe effective leadership characteristics.

MINIMUM COURSE CONTENT

The following topics must be included in this course. Additional topics may also be included.

- I.   The Work Environment
- II.   Workplace Technologies
- III.   Written Communication, Records, and Presentations
- IV.   Customer and Employee Satisfaction
- V.   Mail, Travel, Meetings, and Conferences
- VI.   Careers

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

INSTRUCTIONAL METHODS

1.   Students will be assigned reading and research assignments.
2.   Lecture, discussion, case problem solving, role playing, and office jobs may be used to present the material.

3. Other visual aids such as the chalkboard, the overhead projector, videos, and PowerPoint presentations may be used.
4. Other exercises can be used to improve areas as needed, including spelling, punctuation, job simulations.

STUDENT REQUIREMENTS

1. The student is expected to follow the outline as provided in the contents section, including text coverage and assigned job completion.
2. The student is expected to participate in class lectures, discussions, and supplementary exercises as directed by the instructor.
3. Tests are administered over previously announced areas.
4. Points are assigned for assigned jobs and tests.
5. Class participation is essential to be successful in the course.

GRADING SCALE

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

ASSESSMENT OF STUDENT GAIN

Pre-assessment ideally begins during the advisement and enrollment process prior to the beginning of the course where the advisor and student determine through the interview process the level of placement for the student. During the period of the first two weeks of a normal semester, each student will be observed and/or interviewed and initial papers produced will be examined to determine needed competency development throughout the course. Post-assessment to determine gain in competency will be measured at the end of each unit of study.

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.

2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's

notification. If the student is reinstated into the class, the instructor and the registrar will be notified.   Please refer to the Student Handbook/Academic Policies for more information

3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

http://www.neosho.edu/TitleIX.aspx

COURSE NOTES

VOCATIONAL/CAREER COURSE DOCUMENTATION
This course is one course from the approved program in Vocational Business/Office Education. It is taken by those who wish to further develop business skills and by those who seek positions in the administrative office field.

ADVISORY COUNCIL INVOLVEMENT
The Business/Office Education program maintains a Board of Reference for this vocational component. The coordinator communicates with the Board on a regular basis concerning issues or problems that occur and meets with the group one or two times each year.