

# Office Procedures and Technologies

OFADM 314, Section 7125

Fall 2017

<b>Instructor:</b>	Mrs. Nancy Backlund
<b>Day/Time:</b>	Thursday, 9:10-11:00 a.m. FH 111 (hybrid using Canvas)
<b>Office:</b>	FH 120C
<b>Office Hours:</b>	Mon./Wed. 8-9 a.m.; Tue. 9-11 a.m.; Thur. 11:15 a.m.-12:15 p.m.; and by appt.
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<b>Catalog Description</b>	Study of the attributes and skills needed to work in an office. Explores duties of administrative assistant. Topics include workplace environment, workforce behaviors, telecommunications, reprographics, oral and written communications, record keeping, and web-based applications.
<b>Recommended for Success</b>	Before enrolling in this course, students are strongly advised to satisfactorily complete OFADM 202, OFADM 262 and OFADM 231/CSCI 224 or have prior knowledge of word processing software.
<b>Student Learning Outcomes:</b>	Upon completion of the course, the student will be able to: <ul style="list-style-type: none"><li>• Demonstrate the ability to make travel and meeting arrangements by completion of a travel itinerary and other necessary activities.</li><li>• Employ the best decision-making techniques, priorities, and critical thinking skills needed to solve real-life professional office situations.</li><li>• Utilize web-based applications effectively to support collaboration and productivity.</li></ul>
<b>Attendance and Expectations</b>	<p>Good attendance and promptness is vital. After an absence, it is the student's responsibility to contact a teammate regarding make-up work. <i>If a student must be absent on an <u>in-class test</u> day, he or she must contact the instructor <u>before</u> the class meets to make arrangements for make-up.</i> If a Canvas test is not taken during the "open window," it will count as a zero.</p> <p>Continued absences are not acceptable. If you miss two consecutive class meetings or two consecutive weeks' homework assignments, you may be dropped from the course. Also, if you have missed a majority of the class meetings or not submitted 70% of the homework at the midway point of the semester, you may be dropped.</p> <p>Teamwork is a large portion of the course, and you must be present to work with your team members both in class and out of class. Absences will hurt your team grade. This course operates with a hybrid course set-up—a lot of the coursework will need to be completed at home. Class time will be spent demonstrating technology and how it fits within the office.</p> <p>If you need special accommodations for the course, the Disability Services web page offers contact information that may be of help: <a href="http://www.mjc.edu/student-services/disability/">http://www.mjc.edu/student-services/disability/</a>.</p>
<b>Assignments</b>	There will be individual assignments, team assignments, in-class work, and frequent quizzes on the materials being learned. All reading for the week is to be done <u>prior</u> to the class meeting. There will also be several tests throughout the semester. Canvas may be utilized for videos, group work, homework submissions, and testing.

## Academic Integrity

All assignments are due at the beginning of class, and should be brought in printed form unless otherwise stated—*waiting until you arrive in class to print is unacceptable*. Late assignments (any turned in after initial collection at the start of class) will be accepted within one week of original due date for one-half credit and should have the word “Late” written at the top. (A maximum of two, 10-point homework assignments may be turned in for full credit if they are late—they must be marked “Late Courtesy.”) In-class test make-ups must be made up by the next class meeting following the absence (see above).

Cheating or plagiarism demonstrates a failure to complete the most basic requirement of any course. Thus, the instructor may administer academic consequences for violating the Academic Integrity Policy ranging from partial or no credit on an exam or assignment to an F in the course. The instructor may also consider that a student’s violation of academic integrity should be a consideration for disciplinary measures, such as suspension or removal from the course or the College. Disciplinary action for violating academic integrity is administered through the office of the Vice President of Student Services under Board Policy 5007 (Student Code of Conduct).

You are expected to have read and understood the Student Rights and Responsibilities section of the *MJC 2016-2017 Catalog* on **pages 363-370**. This would include Standards of Student Conduct & Behavior as well as Maintaining Academic Integrity.

You must do your own work! As stated in the MJC Catalog:

***The grading of a student’s work rests on the fundamental idea that an instructor is evaluating a student’s own work, so cheating or plagiarism demonstrates a failure to complete this most basic requirement of any course. Thus a faculty member may administer academic consequences for violating the Academic Integrity Policy ranging from partial credit to an F on the assignment or exam.***

Attempting to submit an assignment that is not entirely your own work or one that has been altered to appear as your own will receive a failing grade and may face disciplinary measures such as being removed from the course or failing the course. Quizzes and exams are to be taken independently.

No cell phone use is acceptable in class (this means texting, etc.!) unless it is a part of the course content. Cell phones should on silent and be put away!

## Grading

The course grade is based on the following:

Assignments	30%	A	90% - 100%
Tests	20%	B	80% - 89%
Quizzes	20%	C	70% - 79%
Team projects	10%	D	60% - 69%
Final/Simulation	20%		

## Textbook and Materials

*Procedures and Theory for Administrative Professionals*, 7th Edition, by Stulz, Shumack, and Fulton-Calkins; ISBN: 978-1-111-57586-1. A used text can be bought/rented—no access code is required. I do not recommend utilizing an “e-book.”

Flash or Pen drive

## Final

Tuesday, December 12, 10 a.m. to 1 p.m.

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<b>Tentative Chapter Schedule</b>	
August 31	Chapter 1 <i>The Workplace—Constantly Changing</i>
September 7	Chapter 2 <i>Your Professional Image</i>
September 14	Chapter 3 <i>Workplace Teams</i>
September 21	Chapter 4 <i>Self-Management</i>
September 28	Chapter 5 <i>Ethical Theories and Behaviors</i>
October 5	Exam 1 (Ch. 1-5) Chapter 6 <i>Leadership</i> Chapter 7 <i>Customer Service</i>
October 12	Chapter 8 <i>Written Communication</i>
October 19	Chapter 9 <i>Verbal Communication and Presentations</i>
October 26	Chapter 10 <i>Global Communication—Tech. and Etiquette</i>
November 2	Chapter 11 <i>Managing Records</i> Chapter 12 <i>Managing Electronic Records</i>
November 9	Exam 2 (Ch. 6-10) Chapter 13 <i>Personal Finance and Investment Strategies</i> Chapter 14 <i>Meeting and Event Planning</i>
November 16	Chapter 15 <i>Travel Arrangements</i>
November 23	Chapter 17 <i>Job Search and Advancement</i>
November 30	Chapter 17 <i>Job Search and Advancement</i> Chapter 16 <i>Workplace Mail and Copying</i>
December 7	Exam 3 (Ch. 11-17) Mock Interviews
Tuesday, December 12	Final/Simulation 10 a.m. to 1 p.m.