

# ***BUSINESS 1054***

## **Office Procedures**

### **SYLLABUS**

This comprehensive course for administrative support and clerical majors provides training in general office procedures, including multi-tasking, records management, telephone techniques, document production, technology, critical thinking and decision making.

- **Instructor** Karen Shah
  - Email [\*\*kshah@taftcollege.edu\*\*](mailto:kshah@taftcollege.edu)
  - Phone
  - Fax 661.763.7778
  - Office Hours Thursday, 6 – 6:30 pm
  - Office Location Library Adjunct Office
  - Contact Hours Thursday, 6:30 – 7 pm
- **Advisory** Keyboarding – 35 words per minute are strongly recommended.
- **Textbook (\$105):** *The Administrative Professional: Technology & Procedures, (with CD-ROM) (Spiral Bound) Patsy J.Caulkins-Fulton, 12<sup>th</sup> Edition*, Thomson Southwestern Publishing, 2001. ISBN 0538725907. This text is also a reference manual for future use.
- **Estimated Time Per Week:** Plan to spend at least three hours a week on the course – the same amount of time you'd expect to spend in the classroom and lab if you took the course on campus.
- **Special Requirements:** Access to an IBM compatible computer system; Windows based operating system, Microsoft Word and Internet capabilities are recommended for submitting assignments electronically.
- **Attendance:** Because this is a distance learning course, attendance is not an issue; however, turning assignments in on time is. A minimum of one assignment is due each week. It is your responsibility to drop the course. Drops will not be backdated. Contact the counseling center, online or the distance learning help desk to drop the course.
- **Assignments:** There are fifteen assignments; a minimum of one assignment is due each week. The assignments are identified below. Some assignments may suggest teamwork. However, it will not apply and each student is to perform the task independently. A disk is not required to complete assignments, although one is inserted in the text. All assignments turned in will receive a minus (-) or plus (+); no letter grade will be issued. Any assignments receiving a (-) must be corrected and resubmitted within one week. If you have difficulty with any assignment, it is your responsibility to notify me. Assignments will be reviewed and returned. All assignments should be keyed (typed). For no typists it is required that submissions be printed legibly in blue or black ink NO pencil. . TCI students should indicate whether they are located in Main or Camp.
- **Assignment Submission:** Assignments can be submitted via courier, fax, email, U.S. Postal Service, special delivery, or dropped off on campus at the college library.
- **Testing:** The comprehensive final exam will cover material presented in the text. It can be administered upon completion of all fifteen assignments. You may consider the use of a proctor. The

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proctor must meet established standards. If you are interested in using a proctor, visit the college distance learning website and secure the form. The exam is retained and your results will be posted with the registrar. You will also be notified of your course grade.

<b>GRADING SCALE</b>			
<b>Letter Grade</b>	<b>Assignments</b>	<b>Final Exam</b>	<b>Course Grade</b>
A	15	90-100	105-115
B	14	79-89	93-104
C	13	60-78	73-92
D	12	50-59	62-72

- **Course Evaluation:** Upon completion of the course, you will be given an opportunity to provide feedback on the course. An evaluation form is attached to the final exam. Please detach the evaluation and submitted it separately do not put your name on it. You may consider posting feedback online at *RateMyProfessor.com*.

### **ASSIGNMENTS**

<b>WEEK #</b>	<b>TOPIC</b>	<b>READING</b>	<b>ASSIGNMENT</b>
1	The Environment	1	Discussion Items 1-4
2	Communications	2	Critical Thinking Exercise
3	Telework	3	Project 3-3
4	Hard & Software	4	Discussion Items 1-5
5	Telecommunications	5	Critical Thinking Exercise
6	Records Management	6	Discussion Items 1-5
7	Ethics	7	Critical Thinking Exercise
8	Self-management	8	Discussion Items 1-4
9	Document production	9	Project 9-3
10	Visitors/Presentations	10	Discussion Items 1-4
11	Travel	11	Critical Thinking Exercise
12	Meetings/Conferences	12	Discussion Items 1-4
13	Mail	13	Discussion Items 1-4
14	Career Planning	14	Discussion Items 1-4
15	Leadership	15	Critical Thinking Exercise
16	Review		All assignments due
17	Final Examination		

*Note:* Any assignment suggesting a group activity should be completed independently.  
All assignments can be completed without the use of the disk contained in the text.