

# **BUSINESS 1055**

## **Office Procedures**

### **SYLLABUS**

This comprehensive course for secretarial and clerical majors; provides advanced training in advanced office procedures, ethics, customer service, travel, meetings, and use of records management systems. It introduces technology concepts, telecommunications, office relations, good grooming, and personality development.

- **Instructor:** Karen Shah
  - Email [kshah@taftcollege.edu](mailto:kshah@taftcollege.edu)
  - Phone 661.763.7700
  - 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. 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.
  
- **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. TCI students should indicate whether they are located in Main or Camp.
  
- **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 proctor must meet established standards. If you are interested in using a proctor, visit the college

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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 is attached to the final exam. Please detach the evaluation and submitted it separately do not put your name on it.

### ASSIGNMENTS

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.

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