

Business 54 A
OFFICE PROCEDURES
SYLLABUS

This comprehensive course for secretarial and clerical majors; provides training in general office procedures, including filing, postal services, telephone techniques, use of transcribing and other office machines. It introduces basic data and word processing concepts, telecommunications technology and stresses the importance of office relations, good grooming, and personality development.

- **Instructor:** Karen Shah
E-mail: kshah@taft.org
Phone: 661.763.7700 ext. 2280
Fax: 661.763-7705
Office hours: Tuesday 8:30 – 9 a.m. *Room T-10*

- **Advisory:** Keyboarding – 35 words per minute are strongly recommended

- **Textbook:** *The Administrative Professional: Technology & Procedures*, (with CD-ROM) (Spiral-bound) Patsy J. Caulkins-Fulton, 12th Edition, Thomson Southwestern Publishing, 2001. ISBN 0538725907. *The 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.

- **Orientation:** Because this is a distance learning course, attendance is not an issue; however, turning assignments in on time is. If you do not meet the first assignment deadline, I will assume you do not wish to stay in the class and drop you unless you contact me. After that, it is your responsibility to drop the course. Drops will not be backdated. Contact the counseling center or the distance learning help desk to drop the course.

- **Assignments:** There are fifteen assignments –a minimum of one is due each week. *The assignments are identified on the attached assignment sheet.* 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 is assigned. Any assignment receiving a minus (-) must be corrected and resubmitted. If you have difficulty with an assignment, it is your responsibility to notify the instructor. Assignments will be reviewed and returned. **All assignments should be typed. For non-typists, it is required that submissions be print legibly in blue or black ink. NO Pencil.**

- **Assignment Submission:** Assignments can be submitted via fax, email, U.S. postal service, the Counseling Center, Learning Resource Center (LRC), T-10, and TCI education departments.

- **Testing:** The final exam will cover material presented in the text. It can be administered upon completion of all assignments. Students may consider the use of a proctor. The proctor must meet established standards. If a student is interested in testing with a proctor, he or she must follow the procedures outlined under 'proctor' at the distance learning resource center. The exam is retained and each student will be notified of his or her grade.

GRADING SCALE			
LETTER GRADE	ASSIGNMENTS	FINAL EXAM	COURSE GRADE
A	15	90 - 100	105 - 115
B	14	79 - 89	93 - 104
C	13	60 - 78	73 - 92
D	12	50 - 60	62 - 72

- **Course Evaluation:** Upon completion, students are given an opportunity to provide feedback on the course. An evaluation form is attached to the final exam.

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ASSIGNMENT SHEET

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

WEEK #	TOPIC	READING CHAPTER	APPLICATION
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	Management; Stress, Anger & Time	8	Discussion Items 1-4
9	Documents: Letters, Reports & Memos	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	Examination		