

**NORTHEASTERN TECHNICAL COLLEGE
COURSE OUTLINE**

COURSE: AOT	PREFIX NO. 141	EFFECTIVE DATE August 2010	NEXT REVIEW DATE August 2011		
TITLE: Office Procedures I		CREDITS 3	CONTACTS		
			CLASS	LAB	TOTAL
			3	0	3

PREREQUISITES: AOT 105 with a grade of "C" or better.

DESCRIPTION: Level I: This is an introductory course to a variety of office procedures and tasks using business equipment, systems, and procedures.

Level II: The purpose of this course is to help the office assistant develop the knowledge and skills that will be demanded on the job and to develop communication, technical, and human-relation skills which will assist the office employee to function effectively in a changing work environment.

The course emphasizes continual advances in technology, the global economy, increased diversity of the workforce with greater ethnic diversity and increased numbers of immigrants, an aging workforce, the changing skills demanded in the workforce (with oral and written communication skills, teamwork skills, soft skills, critical thinking skills, and adaptability skills being crucial), the changing nature of work, and the changing organizational structures.

TEXTBOOK(S) OR ALTERNATIVE: The Administrative Professional Technology & Procedures, 14th edition, Patsy Fulton-Calkins, South-Western - Cengage Learning, 2011.

MATERIALS (specifying those to be purchased by student): **Textbook**

COLLATERAL READING: Frequent use of reference materials and office periodicals found in our library, Internet readings in Success Center.

CLASS MANAGEMENT ACTIVITIES (Attendance, tardies, testing, etc.):
See attached Business Division policies.

RESOURCES (A-V, persons, tools/equipment):
Field trips, guest speakers, videos, Career Center, Library, and Success Center

COURSE TOPICAL OUTLINE (List topics and sub-topics of course) and Calendar or approximate length of time devoted to topic.

The course will cover the following topics at the approximate rate of one to two weeks per unit.

Part I	The Workplace and You
Part II	The Workplace Environment
Part III	Communication-The Key to Success

We will have five unit tests. Hands-on classwork and homework assignments will be given in the form of the following activities: Critical Thinking, Build Workplace Skills, Communicate Clearly, Develop Relationships, Use Technology, and Above & Beyond. All work must be prepared using word processing software, with the spell-checker function employed for all documents. A zero grade will be given for each assignment not turned in. Work marked as "unacceptable" must be redone.

OBJECTIVES OF COURSE:

1. To use applications software in performing tasks.
2. To perform office duties in a professional manner.
3. To develop positive human relations skills by analyzing problem situations and developing solutions.
4. To realize ways in which current computer technology is essential in today's office environment.
5. To develop decision-making skills.
6. To develop and use proper telephone techniques.
7. To compose letters, memos, and reports.

INSTRUCTIONAL METHODS TO COMPLETE OBJECTIVES:

Lecture/discussion
Videos
Guest speakers/field trips
Role-playing
Case studies

EVALUATIVE METHODS TO APPRAISE OBJECTIVES:

Evaluation will be based on the following:

Unit tests given periodically throughout term	45%
Classwork/homework assignments	35%
Weekly quizzes on vocabulary and word usage	20%

GRADING SCALE:

The following grading scale will be observed.

93 - 100	=	A
85 - 92	=	B
77 - 84	=	C
70 - 76	=	D
0 - 69	=	F

NOTE: A grade of "C" or better must be earned to advance to AOT 142.

BUSINESS DIVISION
Class/Course Policies

Academic Honesty:

During a test, as well as on any written assignment, paper, or project, anyone determined to be exchanging information or copying someone else's work will be given a grade of "0" on that work and may face further disciplinary action. Collusion is defined as the unauthorized collaboration with any other person in preparing work offered for credit. This, as well as plagiarism, the appropriation of any other person's work and the unacknowledged incorporation of that work in one's own work offered for credit, will also be subject to a grade of "0" on the work and further disciplinary action. Please refer to the Student Catalog, "Academic Discipline and Honesty" section, p.47.

Absences:

Twenty percent of total class hours will be the maximum amount allowed. There are no excused absences except those verified by other instructors for field trips or school-related assignments. A student with a doctor's excuse will be able to make up missed work, but the absence is still counted toward the twenty percent.

Make-up Tests:

Make-up tests will be given at the discretion of the instructor. This will require the student to give a valid reason for missing the test and must be requested in advance. Any missed test will be put in the Success Center to be made up. The test should be made up within one week of return or it may be dropped a letter grade.

Tardies:

A student is tardy if he/she arrives for class after the instructor has checked the class roll. Three tardies count as one absence. Any student who shows up for class more than ten minutes late will be counted as absent for that class.

Assigned Work:

If an assignment is given to the class while a student is absent, he/she is required to turn in the work on the first day back in class.

Classroom Etiquette:

An integral part of an education is developing a sense of integrity and responsibility not only toward ourselves but also toward others. In the classroom, as on the job or in your home, exhibiting appropriate behavior reflects on your maturity. Arriving late to class, being unprepared, inappropriate talking while class is in session, etc., negatively reflect on you and your fellow students. Please be considerate. Remember no food or drinks are allowed in classrooms. Cell phones should not be on during class.

STUDENT ID: It is **Mandatory** for students to wear his/her ID badge at all times on the Cheraw campus. You may get a temporary ID in the Student Services Office.

DISABILITIES STATEMENT: Students with disabilities are encouraged to contact the Vice President for Student Services to discuss needs or concerns as they pursue an academic program and participate in campus life. The Vice President for Student Services will provide guidance of needs. (See Catalog, Page 16).