

**NORTHEASTERN TECHNICAL COLLEGE
COURSE OUTLINE**

COURSE: AOT	PREFIX NO. 142	EFFECTIVE DATE January 2010	NEXT REVIEW DATE January 2011		
TITLE: Office Procedures II		CREDITS 3	CONTACTS		
			CLASS	LAB	TOTAL
			3	0	3

PREREQUISITES: AOT 141 with a grade of "C" or better

DESCRIPTION: Level I: This course covers the application of office procedures necessary to perform effectively and efficiently in the office environment.

Level II: This course is designed to give the student actual experience in an office environment. As a sequel to AOT 141, this course continues the preparation of students for life in the office. Various topics to be explored include personal appearance and professionalism on the job, personal characteristics important in the office environment, business etiquette, and time management.

Because classroom instruction cannot fully prepare students for the workplace, during the semester the student will select and participate in an office internship at a site mutually agreed upon between the student and instructor. This internship, consisting of fifteen hours for summer term and thirty hours for spring or fall term of volunteer work, will allow the student to interact with coworkers and "learn-by-doing" in this real-world setting. Internship must be completed for students to receive credit for this course.

To further prepare students for the ensuing job search, during this semester students will develop their resume - one they can actually use in their job search. This resume will be submitted to the instructor for grading. If desired, the students may revise/correct the resume one time. The revised resume must be error-free to receive a passing grade on the resume.

TEXTBOOK(S) OR ALTERNATIVE: The Administrative Professional Technology & Procedures, 13th edition, Patsy Fulton-Calkins, Thomson South-Western, 2007.

MATERIALS (specifying those to be purchased by student):

Textbook

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

CLASS MANAGEMENT ACTIVITIES (Attendance, tardies, testing, etc.):

Absences: Twenty percent (20%) 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.

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 will 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 2008-2010 Catalog, "Academic Discipline and Honesty" section, p. 46.

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 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 will count as one absence. Any student who shows up for class more than ten minutes late will be counted as absent from that class. Any student who is tardy more than eight times will be dropped from the 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.

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.

Part I	Preparation for Success in the Office Environment	2-3 weeks
Part II	Office Experience/Internship	10 weeks (spring or fall) 7 weeks (summer)
Part III	Review of Internship	2-3 weeks

We will have approximately three tests. Hands-on classwork and homework assignments will be given in the form of text projects, internship situations, and/or library/Internet assignments. 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 submitted. Work marked as "unacceptable" must be redone.

OBJECTIVES OF COURSE:

1. To better prepare student for workplace expectations through the use of an internship assignment.
2. To perform office duties in a professional manner.
3. To practice positive human relations skills by analyzing problem situations and developing solutions.
4. To use current computer technology to prepare documents.
5. To practice proper business etiquette in telephone, face-to-face, and electronic communications.
6. To assist in arranging appointments, meetings, and/or travel.
7. To handle incoming and outgoing mail.

INSTRUCTIONAL METHODS TO COMPLETE OBJECTIVES:

Lecture/discussion
Videos
Internship
Case studies

EVALUATIVE METHODS TO APPRAISE OBJECTIVES: Evaluation will be based on the following:

Unit tests	30%	Classwork/homework assignments	30%
Resume	10%	Internship	30%

GRADING SCALE: The following grading scale will be observed.

93 - 100 = A

85 - 92 = B

77 - 84 = C

70 - 76 = D

Below 70 = F