



BUSN 2210-Applied Office Procedures

COURSE SYLLABUS

Online

Fall Semester 2019 (202012)

COURSE INFORMATION

Credit Hours/Minutes: 3/3750

Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard

Class Meets: Via Internet for 15 weeks

Course Reference Number (CRN): 20059

Preferred Method of Contact: anoles@southeasterntech.edu

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Liz Noles

Email Address: [Liz Noles \(anoles@southeasterntech.edu\)](mailto:Liz Noles (anoles@southeasterntech.edu))

Campus/Office Location: Vidalia/ Gillis Building Office 831

Office Hours: Monday-Wednesday 2:00-5:20pm or by appointment

Phone: 912-538-3175

Fax Number: 912-538-3106

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook \(http://www.southeasterntech.edu/student-affairs/catalog-handbook.php\)](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

REQUIRED TEXT

Cengage Unlimited Printed Access Card

Semester Access (4 months) with ISBN: 978-0-357-70003-7. You can also purchase the one year or two year access card if you wish to do so. The Cengage Unlimited Printed Access Card is available at the Southeastern Technical College Bookstore stcbookstore@southeasterntech.edu or 912-538-3129 or online.

If you do not choose to purchase the Cengage Unlimited Printed Access Card, the book information is Microsoft Office 365/Office 2016 Projects Illustrated Series. Cram, Carol M, CENGAGE Learning, ISBN: 978-1-305-87668-6.



REQUIRED SUPPLIES & SOFTWARE

Students will be required to use the Microsoft Office 2016 version of Microsoft Word, Excel, PowerPoint, and Access, Internet connection (browser requirement is Internet Explorer 9 or higher), Mozilla Firefox or Google Chrome. Students can download Microsoft Office 2016 from the Office 365 given by STC for free (NO NEED TO PURCHASE). Students will be saving assignments and uploading to the Blackboard course.

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

Students should not share login credentials with others and should change passwords periodically to maintain security.

COURSE DESCRIPTION

This course focuses on applying knowledge and skills learned in prior courses taken in the program. Topics include communication skills, telecommunications skills, records management skills, office equipment/supplies, and integrated programs/applications. Serves as a capstone course.

MAJOR COURSE COMPETENCIES

Integrated Programs/Applications, Communication Skills, Telecommunications Skills, Records Management Skills, and Office Equipment/Supplies.

PREREQUISITE(S)

BUSN 1240, BUSN 1400, BUSN 1410, BUSN 1440

COREQUISITE(S)

ACCT 1100, BUSN 2190

COURSE OUTLINE

1. Integrated Programs/Applications
2. Communication Skills
3. Telecommunications Skills
4. Records Management Skills
5. Office Equipment/Supplies

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS (ONLINE)

Students are expected to complete all work required by the instructor and to attend the required proctored campus exam. Students will have at least one week to complete tests and assignments. All tests and assignments are due at **midnight on Monday** of each week. Assignments will be saved via the One Drive, Remote Lab, or Blackboard. A grade of zero will automatically be assigned for any work submitted past the due date. No make-up or late work is allowed for this class.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of 75 hours during the semester doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course. Students are responsible for policies and procedures included in the STC Catalog and Student Handbook.

ONLINE ATTENDANCE

It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an "F" (Failing 0-59) in a course.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at **Midnight on Monday** of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210

Vidalia Campus: [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165

SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please make arrangements with the appropriate campus coordinator.

Swainsboro Campus: [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210

Vidalia Campus: [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (date will be posted on the school calendar) must speak

with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of “W” (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of “F” (Failing 0-59) being assigned.

Informing your instructor that you will not return to his/her course, does not satisfy the approved withdrawal procedure outlined above.

There is no refund for partial reduction of hours. Withdrawals may affect students’ eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. A grade of “W” will count in attempted hour calculations for the purpose of Financial Aid.

ONLINE PROCTORED EVENT WITHDRAWALS

Students who do not complete the proctored exam for an online class on the scheduled date and do not present a valid excuse within three business days of the scheduled event will be withdrawn from the course with a “WF” (Withdrawn Failing) and will be disabled in their online class. If the proctored event is scheduled during final exams, any student who misses the proctored exam will receive an “F” for the course.

PROCTORED EVENT REQUIREMENT

In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on separate days—once on the Vidalia campus and once on the Swainsboro campus. Students must attend one of the proctored sessions as scheduled on the Lesson Plan/Course Calendar. The event will be monitored by the instructor or by an approved proctor. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course.

Students living farther than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the Getting Started/Start Here and Proctoring Event area. The completed form should be submitted to the course instructor a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved by the instructor of the course, students must make arrangements with the instructor to make up/reschedule the missed event. The penalty and makeup instructions will be at the instructor’s discretion. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored event on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a “WF” (Withdrawn Failing). If the proctored event is scheduled during final exams, any student who misses the proctored event will be issued an “F” (Failing) for the course.**

PROCTORING FEES

Students are not charged a proctoring fee when taking a proctored event at Southeastern Technical College or any other TCSG college. Students who choose to use an off-campus proctor may be assessed a proctoring fee by the proctoring site. In this instance, the student is responsible for payment.

The required proctored event for this class is scheduled on the following dates and times: Vidalia Campus, Wednesday, November 20, 9:00 a.m., Gillis Building, Lab 809 and Swainsboro Campus, Thursday, November 21, 1:00 p.m., Building 2, Room 2122. You can come either day that is convenient for you. This will serve as your exit exam for this class.

MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc.)

Students are required to take all tests scheduled during the semester. Failure to take Blackboard/SAM Tests/Exams, and assignments will result in a grade of zero. There will be no makeup of assignments or EXAMS. If Internet or browser failure occurs, contact instructor immediately. A decision will be made at that time if the exam will be reset. Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. All assignments are due according to the lesson plan. The due dates are posted on the lesson plan.

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

1. First Offense

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

3. Third Offense

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student

life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

<p>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</p>	<p>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</p>
<p>Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1st Street, Vidalia Office 165 Phone: 912-538-3126 Email: Helen Thomas (hthomas@southeasterntech.edu)</p>	<p>Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas (ljonas@southeasterntech.edu)</p>

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’s website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING POLICY

Assessment/Assignment	Percentage
Module Projects	35%
Module Tests	25%
Discussion Boards	5%
Proctored Exam (Exit Exam)	35%

GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

**BUSN 2210—Applied Office Procedures
Fall Semester 2019 Lesson Plan**

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
First Day of Class August 13		First Day of Class YOU DO NOT HAVE TO PRINT or EMAIL any assignments to the instructor. Ignore this in the reading of the book. All assignments submitted in Blackboard.	Orientation Assignments: Select Getting Started on the course menu in the Blackboard course to complete the Orientation Assignments, Pledge Acknowledgment Quiz, and Student Introduction. You will need to complete the Blackboard Online Orientation along with the Online Orientation Quiz. Make contact with instructor via email for attendance to ensure intent on completing the course. Due August 15 midnight	
WEEK 1 August 13-19	Module 1	Word Projects I	Event Program for Author Readings Feedback Form for Summer Day Camp Research Paper in MLA Style Discussion Board 1 DUE August 19 MIDNIGHT	1,3,4 a,c
WEEK 2 August 20-26	Module 2	Word Projects II	Multipage Proposal for Earth Wise Six-Panel Program Brochure One-Page Resume for Martin Chavez DUE August 26 MIDNIGHT	3,4 c
WEEK 3 August 27-Sept. 2	Module 1 and Module 2	Word Projects Holiday-Monday, September 2	Module 1 and 2 Test Discussion Board 2 DUE September 2 MIDNIGHT	1,3,4 a,c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
WEEK 4 September 3-9	Module 3	Excel Projects I	Personal Budget Invoice Form Tracker Loan Amortization Schedule DUE September 9 MIDNIGHT	3,4 b,c
WEEK 5 September 10 - 16	Module 4	Excel Projects II	Sales Forecast for Move Forward Consulting Customer Profile for Old World Walks Sales Report for Gourmet Style Discussion Board 3 DUE September 16 MIDNIGHT	2,3,4 a,b,c
WEEK 6 September 17 – 23	Module 3 And Module 4	Excel Projects	Module 3 and 4 Test DUE September 23 MIDNIGHT	2,3,4 a,b,c
WEEK 7 September 24 - 30	Module 5	Integration Projects I	Marketing Update for Classic Tours Discussion Board 4 DUE September 30 MIDNIGHT	3,4 a,b,c
WEEK 8 October 1 – 7	Module 6	Access Projects	Inventory Database for Aquarius Arts Author Database for Action Books Database for Winding Road Tours DUE October 7 MIDNIGHT	3,4 c
WEEK 9 October 8 - 14	Module 7	Integration Projects II	Collection Catalogue for Mirage Gallery DUE October 14 MIDNIGHT	3,4 c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
WEEK 10 October 15 - 21	Module 8	PowerPoint Projects	Training Presentation on Presentation Skills Poster for Gold Stream Park Coastal Spirit Tours Presentation DUE October 21 MIDNIGHT	1,3,4 a,c
WEEK 11 October 22 – 28	Module 7 and Module 8		Module 7 and 8 Test DUE October 28 MIDNIGHT	1,3,4 a,c
WEEK 12 October 29 – Nov. 4	Module 9	Integrated Project	Event Presentation DUE November 11 MIDNIGHT	1 - 5 a,b,c
WEEK 13 November 5 - 11	Module 9	Integrated Project	Continue to work on Event Presentation DUE November 11 MIDNIGHT	1 - 5 a,b,c
WEEK 14 November 12 - 18		Proctored/Exit Exam Dates: Vidalia Campus: Wed, Nov. 20, 9AM, Gillis Building, Lab 809 OR Swainsboro Campus: Thurs, Nov. 21, 1PM, Room 2122	Discussion Board 5 DUE November 18 MIDNIGHT Study for Proctored/Exit Exam!	1 - 5 a,b,c
Week 15 November 19-25	Proctored Exam (Exit Exam)	Proctored/Exit Exam Dates: Vidalia Campus: Wed, Nov. 20, 9AM, Gillis Building, Lab 809 OR Swainsboro Campus: Thurs, Nov. 21, 1PM, Room 2122	Students are required to score a minimum of 70 percent on the exit exam to pass the BUSN 2210 course.	1 - 5 a,b,c

COMPETENCY AREAS:

1. Integrated Programs/Applications
2. Communication Skills
3. Telecommunications Skills
4. Records Management Skills
5. Office Equipment/Supplies

GENERAL CORE EDUCATIONAL COMPETENCIES

- a. The ability to utilize standard written English.
- b. The ability to solve practical mathematical problems.
- c. The ability to read, analyze, and interpret information.

GRADING SCALE RUBRIC—DISCUSSION BOARD

Number of discussion posts	Number of discussion replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	1	100	Students who post their initial discussion board response to the discussion board topic and reply to at least one other students' post will be given a 100 on the assignment if the post is turned in by the due date, contain 4-5 sentences and free of grammatical and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in both their response and reply. A 10 point deduction will be given for any response or reply that is not 4-5 sentences in length. No credit will be given for any response or reply that is an answer of "yes/no" or "I agree/disagree."
1	0	70	Any student that does not respond to at least one other students' post will not receive a grade above 70. The grade of 70 will be the highest grade that the student will be able to receive on the discussion post if the post is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in their response. A 10 point deduction will be given for any response that is not 4-5 sentences in length.
0	1	50	Students who only respond to a classmate's discussion post will not receive a grade above 50. The grade of 50 will be the highest grade that the student will be able to receive on the discussion response if the response is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in their reply. A 10 point deduction will be given for any reply that is not 4-5 sentences in length.
0	0	0	Students will receive a 0 on the discussion topic if the student does not post an answer or response to one other students' post by the due date.

BUSN 2210—Applied Office Procedures Document Sheet

Instructions: Students are to complete all documents in each Module in order to produce the documents on this assignment sheet. All documents must be saved with the correct document names given in the book and on this document sheet in order to be graded. Random documents will be selected from each Module to be graded. Proofread all documents carefully. Points will be deducted for spelling, grammar, and punctuation errors, etc. ***Students are required to score a minimum of 70% on the exit exam to pass the BUSN 2210 course. If a student does not pass the exit exam with a minimum of 70%, the student will receive a D in the course and will be required to retake BUSN 2210.*

Module 1: Word Projects I

- _____ Event Program for Author Readings
- _____ Feedback Form for Summer Day Camp
- _____ Research Paper in MLA Style

Module 2: Word Projects II

- _____ Multipage Proposal for Earth Wise Conference
- _____ Six-Panel Program Brochure
- _____ One-Page Resume for Martin Chaves

_____ Module 1 & 2 Test

Module 3: Excel Projects I

- _____ Personal Budget
- _____ Invoice Form and Tracker
- _____ Loan Amortization Schedule

Module 4: Excel Projects II

- _____ Sales Forecast for Move Forward Consulting
- _____ Customer Profile for Old World Walks
- _____ Sales Report for Gourmet Style

_____ Module 3 & 4 Test

Module 5: Integration Projects I

- _____ Marketing Update for Classic Tours

Module 6: Access Projects

- _____ Inventory Database for Aquarius Arts
- _____ Author Database for Action Books
- _____ Database for Winding Road Tours

Module 7: Integration Projects II

- _____ Collection Catalogue for Mirage Gallery

Module 8: PowerPoint Projects

- _____ Training Presentation on Presentation Skills
- _____ Poster for Gold Stream Park
- _____ Coastal Spirit Tours Presentation

_____ Module 7 & 8 Test

Module 9: Integration Projects III

- _____ Event Presentation

_____ **Proctored Exam (Exit Exam)

- _____ Discussion Board 1
- _____ Discussion Board 2
- _____ Discussion Board 3
- _____ Discussion Board 4
- _____ Discussion Board 5

_____ Module Projects/Assignments	35%
_____ Module Tests	25%
_____ **Proctored Exam (Exit Exam)	35%
_____ Discussion Boards	5%
_____ Grade	