



BUSN 2210—APPLIED OFFICE PROCEDURES
COURSE SYLLABUS
Hybrid
Fall Semester 2019

COURSE INFORMATION

Credit Hours/Minutes: 3/3750

Campus/Class Location: Swainsboro Campus/Building 2, Room 2122

Class Meets: 10:15 a.m. – 11:30 p.m. Tuesday and Thursday (60% Hybrid/40% Online)

Course Reference Number (CRN): 20063

Preferred Method of Contact: email kmountain@southeasterntech.edu

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Karen H. Mountain

Email Address: [Karen Mountain \(kmountain@southeasterntech.edu\)](mailto:kmountain@southeasterntech.edu)

Campus/Office Location: Swainsboro Campus/Building 2, Room 2123

Office Hours: (M) 2:30 – 6 p.m.; (T) 2:30 – 6:00 p.m.; (W) 2:30 – 5 p.m.; (Th) 11:30 a.m.-12 p.m.

Phone: 478-289-2220

Fax Number: 478-248-6336

This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student’s convenience with respect to the instructor’s requirements.

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND STUDENT HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College’s [Catalog and Student 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 478-289-2217 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

Microsoft Office 2016, Internet connection, Browser requirement is Internet Explorer 9 or higher, Mozilla Firefox or Google Chrome. Supplies to include pencils, pens, paper, highlighter, notebook, etc. Students will be required to use the Microsoft 2016 version of Microsoft Word, Excel, PowerPoint, and Access that can be downloaded from the Office 365 given by STC free (NO NEED TO PURCHASE). Students will be saving assignments to the SAM application and their P: drives.

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

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

PREREQUISITE(S)

BUSN1240, BUSN1400, BUSN1410, BUSN1440

COREQUISITE(S)

ACCT 1100, BUSN 2190

COURSE OUTLINE

1. Integrated Programs/Applications
2. Communication Skills
3. Telecommunication 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 (HYBRID)

Assignments must be completed on the specified date. All work must be turned in at the beginning of class on the specified due dates. If a student is absent from class, all work must be turned in at the beginning of class the next day upon returning to class. If this is not done, then a grade of zero will be given on the work. Failure to take tests on the scheduled day will result in a grade of zero for the test not taken. The makeup test must be taken the next day upon returning to class. The zero assigned for the missed test will be replaced with the grade the student makes on the makeup exam. **STUDENTS WILL ONLY BE ALLOWED TO TAKE ONE MAKEUP TEST DURING THE SEMESTER!!!** Students are responsible for policies and procedures included in the STC Catalog and Student Handbook.

HYBRID ATTENDANCE

Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of "F" (Failing 0-59) and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

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. 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" in a course.

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, 478-289-2274, Building 1, Room 1210

Vidalia Campus: Helen Thomas 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:Macy_Gay_mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210

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

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 the 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

EXIT EXAM

Students are required to score a minimum of 70 percent on the exit exam to pass the BUSN 2210 course. If a student does not pass the exit exam with a minimum of 70 percent, the student will receive a D in the course and will be required to retake BUSN 2210.

MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

Assignments must be completed on the specified date. All work must be turned in at the beginning of class on the specified due dates. If a student is absent from class, all work must be turned in at the beginning of class the next day upon returning to class. If this is not done, then a grade of zero will be given on the work. Failure to take tests on the scheduled day will result in a grade of zero for the test not taken. The makeup test must be taken the next day upon returning to class. The zero assigned for the missed test will be replaced with the grade the student makes on the makeup exam. **STUDENTS WILL ONLY BE ALLOWED TO TAKE ONE MAKEUP TEST DURING THE SEMESTER!!!!**

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 Student 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:

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

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's Website](http://www.southeasterntech.edu) (www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA 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	40%
Module Tests	25%
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

This course is a hybrid course. Approximately 60 percent of the assignments will be completed in the classroom. Approximately 40 percent of the assignments will be completed outside of the classroom using SAM software. Daily assignments are listed below. Assignments that are not completed during the scheduled class time will be completed by the student outside of the classroom. This will be the hybrid portion of this course. Students must work outside of the scheduled class time in order to complete the assignments listed below. Due dates are also listed below.

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Week 1 Tuesday Aug 13		First Day of Class Introduction to Course Review Course Syllabus/Lesson Plan Module 1: Word Projects I Hybrid: Select Getting Started on the course menu in the Blackboard course to complete the Orientation Assignments, Pledge Acknowledgment Quiz, and Student Introduction.	In Class: Set up folder on P Drive for Class Discuss Supplies for Class Module 1 Event Program for Author Readings Feedback Form for Summer Day Camp Research Paper in MLA Style -Preview Projects in textbook	1, 3, 4 a,c
Thursday Aug 15	Module 1	Module 1: Word Projects I	Continue Module 1 Projects	1,3,4 a,c
WEEK 2 Tuesday Aug 20	Module 1	Module 1: Word Projects I	Continue Module 1 Projects *Module 1 Assignments Due to Instructor by end of class. Print and file in folder for grading.	1,3,4 a,c
Thursday Aug 22	Module 2	Module 1: Word Projects II	Module 2 Multipage Proposal for Earth Wise Conference Six-Panel Program Brochure One-Page Resume for Martin Chavez	1 - 5 a,c
Week 3 Tuesday Aug 27	Module 2	Module 1: Word Projects II	-Continue Module 2 Projects in class	1 - 5 a,c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Thursday Aug 29	Module 2	Module 2: Word Projects II	-Continue Module 2 Projects in class	1 - 5 a,c
Mon Sept 2		LABOR DAY Holiday		
Week 4 Tuesday Sept 3	Module 2	Module 2: Word Projects II	-Continue Module 2 Projects in class *Module 2 Assignments Due to Instructor by end of class. Print and file in folder for grading.	1 - 5 a,c
Thursday Sept 5	Module 1 & 2 Test	Module 1 and 2 Test	* Module 1 and 2 Test	1 - 5 a,c
Week 5 Tuesday Sept 10	Module 3	Module 3: Excel Projects I	Module 3 Personal Budget Invoice Form and Tracker Loan Amortization Schedule	1 - 5 a,c
Thursday Sept 12	Module 3	Module 3: Excel Projects I	-Continue Module 3 Projects in class	1 - 5 a,c
Week 6 Tuesday Sept 17	Module 3	Module 3: Excel Projects I	-Continue Module 3 Projects in class * Module 3 Assignments Due to Instructor by end of class. Print and file in folder for grading.	1 - 5 a,c
Thursday Sept 19	Module 4	Module 4: Excel Projects II	Module 4 Sales Forecast for Move Forward Consulting Customer Profile for Old World Walks Sales Report for Gourmet Style	1 - 5 a,b,c
Week 7 Tuesday Sept 24	Module 4	Module 4: Excel Projects II	-Continue Module 4 Projects in class	1 - 5 a,b,c
Thursday Sept 26	Module 4	Module 4: Excel Projects II	-Continue Module 4 Projects in class	1 - 5 a,b,c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Week 8 Tuesday Oct. 1	Module 3 and 4 Test	Module 4: Excel Projects II Module 3 and 4 Test	-Continue Module 4 Projects in class * Module 4 Assignments Due to Instructor by end of class. Print and file in folder for grading. * Module 3 and 4 Test	1 - 5 a,b,c
Thursday Oct 3	Module 5 Integration Projects 1	Module 5: Integration Projects I Midterm (Monday, Oct 7)	Module 5 Marketing Update for Classic Tours -Continue Module 5 Project in class	1 - 7 a,b,c
Week 9 Tuesday Oct 8	Module 5 Integration Projects 1	Module 5: Integration Projects I	*Module 5 Assignment Due to Instructor by end of class. Print and file in folder for grading.	1 - 7 a,b,c
Thursday Oct 10		Staff Development Day (No Classes)		
Tuesday Oct. 15	Module 6	Module 6: Access Projects	Module 6 Inventory Database for Aquarius Arts Author Database for Action Books Database for Winding Road Tours	1 - 5 a,b,c
Week 10 Thursday Oct 17	Module 6	Module 6: Access Projects	-Continue Module 6 Projects in class	1 - 5 a,b,c
Tuesday Oct 22	Module 6	Module 6: Access Projects 65% Point	-Continue Module 6 Projects in class *Module 6 Assignments Due to Instructor by end of class. Print and file in folder for grading.	1 - 5 a,b,c
Week 11 Thursday Oct 24	Module 7 Integration Projects II	Module 7: Integration Projects II	Module 7 Collection Catalogue for Mirage Gallery	1 - 5 a,b,c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Tuesday Oct 29	Module 7 Integration Projects II	Module 7: Integration Projects II <i>Returning Student Registration Begins Monday, Oct 22</i>	-Continue Module 7 Project in class *Module 7 Assignment Due to Instructor by end of class. Print and file in folder for grading	1 - 5 a,b,c
Week 12 Thursday Oct 31	Module 8	Module 8: PowerPoint Projects	Module 8 Training Presentation on Presentation Skills Poster for Gold Stream Park Coastal Spirit Tours Presentation	1 - 5 a,c
Tuesday Nov 5	Module 8	Module 8: PowerPoint Projects	-Continue Module 8 Projects in class	1 - 5 a,c
Week 13 Thursday Nov 7	Module 8	Module 8: PowerPoint Projects <i>Returning Student Registration Ends</i>	-Continue Module 8 Projects in class *Module 8 Assignments Due to Instructor by end of class.	1 - 5 a,c
Tuesday Nov 12	Module 7 & 8 Test	Module 7 and 8 Test <i>New Student Registration Begins</i>	*Module 7 and 8 Test	1 - 5 a,c
Week 14 Thursday Nov 14	Module 9 Integration Projects III	Module 9: Integration Projects III	Module 9 Event Presentation	1 – 7 a,b,c
Tuesday Nov 19	Module 9 Integration Projects III	Module 9: Integration Projects III	-Continue Module 9 Projects in class *Module 9 Assignments Due to Instructor by end of class.	1 – 7 a,b,c
Week 15 Thursday Nov 21	Exit Exam	Exit Exam	Exit Exam taken in class	1 – 7 a,b,c
Tuesday Nov 26	Exit Exam	Exit Exam Last Day of Class	Exit Exam taken in class	1 – 7 a,b,c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Wednesday & Thursday, November 27 - 28		Thanksgiving Holidays		

Competency Areas:

1. Word Processing Concepts
2. Customizing Documents
3. Formatting Content
4. Working with Visual Content
5. Organizing Content
6. Reviewing Documents
7. Sharing and Securing Content

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.

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

_____ Exit Exam

_____ Module Projects/Assignments	35%
_____ Module Tests	30%
_____ Exit Exam	35%
_____ Grade	