

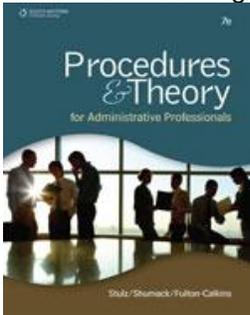


**BUSN 1240  
COURSE SYLLABUS  
Online  
Fall Semester 2016**

**Semester:** 201712 Fall Semester 2016  
**Course Title:** Office Procedures  
**Course Number:** BUSN 1240  
**Credit Hours/ Minutes:** 3/3000  
**Class Location:** GVTC/Blackboard  
**Class Meets:** Via Internet / 15 wks  
**CRN:** 20104

**Instructor:** Tina Jernigan  
**Office Hours:** 2:00-4:30 p.m. Monday-Thursday  
**Office Location:** Office 807 Gillis Medical Building  
**Email Address:** [tjernigan@southeasterntech.edu](mailto:tjernigan@southeasterntech.edu)  
**Phone:** (912) 538-3123  
**Fax Number:** (912) 538-3106

**REQUIRED TEXT:** Procedures and Theory for Administrative Professionals, 7<sup>th</sup> edition, Stulz, Karin M., CENGAGE Learning/South-Western, ISBN: 978-1-111-57586-1.



**REQUIRED SUPPLIES & SOFTWARE:** For the online class, there are no specific supplies required. Students are required to use **Microsoft Word** for assignments. 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 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.

**COURSE DESCRIPTION:** Emphasizes essential skills required for the business office. Topics include: office protocol, time management, telecommunications and telephone techniques, office equipment, workplace mail, records management, travel/meeting arrangements, electronic mail, and workplace documents.

**MAJOR COURSE COMPETENCIES:** Office Protocol, Time Management, Telecommunications and Telephone Techniques, Office Equipment, Workplace Mail, Records Management, Travel and Meeting Arrangements.

**PREREQUISITE(S):** COMP 1000-Introduction to Computers or Guided Elective

**COURSE OUTLINE:** 1) Office Protocol, 2) Time Management, 3) Telecommunications and Telephone Techniques, 4) Office Equipment, 5) Workplace Mail, 6) Records Management, 7) Travel and Meeting Arrangements.

**GENERAL EDUCATION CORE COMPETENCIES:** STC 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.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

**STUDENT REQUIREMENTS/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 or receives an F in a course. A student's last date of attendance can have a negative effect on his/her financial aid and academic progress. 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 Tuesday 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 are required to submit all chapter assignments via the weekly drop boxes. Note: If assignments are not keyed in Microsoft Word and uploaded and attached for grading to the drop boxes the assignment(s) will **NOT** be graded. A grade of zero will automatically be assigned. **ASSIGNMENTS WILL NOT BE ACCEPTED LATE FOR THIS CLASS. THIS INCLUDES BOOK WORK, DISCUSSION BOARDS, AND/OR TESTS. IF WORK IS NOT COMPLETED BY THE DUE DATES A GRADE OF ZERO WILL BE GIVEN. NO EXCEPTIONS.**

**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 two separate days during the semester—once on the Vidalia campus and once on the Swainsboro campus and will be monitored by the instructor or another STC employee. 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 further 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 the Proctoring Information in Blackboard under the Getting Started link and submit the completed form to their instructor for approval 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, students must make arrangements with the instructor to makeup/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 will receive an F in the course.** As published on STC's website, any expenses incurred to obtain a proctor will be the responsibility of the student; however, students are not charged a proctoring fee when taking the proctored exam on the campus of Southeastern Tech. Most of Georgia's technical colleges do not charge to proctor exams for students enrolled in other TCSG colleges. Students who are enrolled at Southeastern Technical College and live out of the state of Georgia or out of the country could incur a proctoring charge. However, in that instance, the instructor would assist the student in locating the least expensive proctor.

**The required proctored event for this class is scheduled on the following dates and times:**  
**Swainsboro Campus: Monday, November 14, 1-2 p.m., Room TBA OR Vidalia Campus: Tuesday, November 15, 1-2 p.m., Room 809 Gillis Building. The proctored exam will consist of an objective based exam covering Chapters 14 and 15.**

**WITHDRAWAL PROCEDURE:** Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (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" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

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. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

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

**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.

**SPECIAL NEEDS:** Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Helen Thomas, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu), to coordinate reasonable accommodations.

### **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 advise me and make appropriate arrangements with Helen Thomas, (912) 538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu).

**MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc...):** Failure to take chapter tests will result in a grade of zero. **No makeup exams are allowed.** If Internet or browser failure occurs while taking an exam, contact instructor immediately. A decision will be made at that time if the exam will be reset. The instructor reserves the right to deduct points from exam scores for exceeding the scheduled time limit on the exams and/or requiring student to come to campus to take the exam.

**ACADEMIC DISHONESTY POLICY:** The STC Academic Dishonesty Policy states 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 STC Catalog and Student Handbook.

### **Procedure for Academic Misconduct**

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

#### **--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.

#### **--Second Offense--**

Student is given a grade of "WF" 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.

**--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 second 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:** Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

**GRIEVANCE PROCEDURES:** Grievance procedures can be found in the Catalog and Handbook located on STC'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 STC website at [www.southeasterntech.edu](http://www.southeasterntech.edu).

**GRADING POLICY**

Chapter Assignments	40%
Chapter Tests	30%
Discussion Boards	10%
Proctored Exam	20%

**GRADING SCALE**

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

**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.*

**BUSN 1240-OFFICE PROCEDURES  
FALL SEMESTER 2016 LESSON PLAN**

Date	Chap / Less	Content	Assignments & Tests Due <i>*Indicates assignments to submit for a grade</i>	Comp Area
Mon. Aug. 15		<b>First Day of Class:</b> <b>-BUSN 1240 Class Orientation (Lab 809) 3 p.m.</b>  <b>**Note: For my online classes, I do not require students to send me the student packets under the Getting Started link in the course. Make sure you open the information and review it.</b>	<b>Orientation Assignments:</b> <b>-Click the Getting Started link on the course menu in the Blackboard course and then the Start Here Items link to complete the orientation assignments (Pledge and Student Introductions). Please review the other items and marked viewed upon completion. This is required by all students!</b> <b>-Make contact with instructor via email for attendance to ensure intent on completing the course.</b>	
Week 1 Aug. 15-23	Chapter 1	<b>Part 1: The Dynamic Workplace</b> Chapter 1: The Workplace-Constantly Changing	-Read Chapter 1 -*Communicate Successfully #2 Page 23. -*Develop Workplace Skills #4 Page 23 -*Discussion Board 1 -*Chapter 1 Test <b>*Chapter 1 assignments due Tuesday, August 23, midnight.</b>	*1 **a,c,
Week 2 Aug. 24-30	Chapter 2	Your Professional Image	-Read Chapter 2 -*Develop Workplace Skills #4 Page 45. -*Develop Workplace Skills #5 Page 46. -*Chapter 2 Test <b>*Chapter 2 assignments due Tuesday, August 30, midnight.</b>	*1 **a,c,
Week 3 Aug. 31-Sept. 6	Chapter 3	Workplace Teams	-Read Chapter 3 -*Creativity/Innovation Activity Page 62. (no team work necessary). -*Build Relationships #7 Page 66. -*Discussion Board 2 -*Chapter 3 Test <b>*Chapter 3 assignments due Tuesday, September 6, midnight.</b>	*1,2 **a,c,
Week 4 Sept. 7-13	Chapter 4	<b>Part 2: Workforce Behaviors</b> Chapter 4: Self-Management	-Read Chapter 4 -*Put It To Work Page 89. -*Develop Workplace Skills #4 Page 90. -*Chapter 4 Test <b>*Chapter 4 assignments due Tuesday, September 13, midnight.</b>	*1,2 **a,c,
Week 5 Sept. 14-20	Chapter 5	Ethical Theories and Behaviors	-Read Chapter 5 -*Develop Workplace Skills #7 and #8 Page 110. -*Build Relationships #9 Page 111. -*Discussion Board 3 -*Chapter 5 Test <b>*Chapter 5 assignments due Tuesday, September 20, midnight.</b>	*1 **a,c,

Week 6 Sept. 21-27	Chapter 6	Leadership	-Read Chapter 6 -*Develop Workplace Skills #5 Page 128. -*Build Relationships #8 Pages 128-129. -*Chapter 6 Test <b>*Chapter 6 assignments due Tuesday, September 27, midnight.</b>	*1 **a,c,
Week 7 Sept. 28-Oct. 4	Chapter 7	Customer Service	-Read Chapter 7 -*Communicate Successfully #3 Page 147. -*Develop Workplace Skills #8 Pages 147-148. -*Discussion Board 4 -*Chapter 7 Test <b>*Chapter 7 assignments due Tuesday, October 4, midnight.</b>	*1 **a,c,
Week 8 Oct. 5- 11	Chapter 8	<b>Part 3: Communication Essentials</b> Chapter 8: Written Communication  <b>MID-TERM-OCTOBER 10</b>	-Read Chapter 8 -*Communicate Successfully #3 Page 177. -*Develop Workplace Skills #5 Page 177. -*Chapter 8 Test <b>*Chapter 8 assignments due Tuesday, October 11, midnight.</b>	*1,3 **a,c,
Week 9 Oct. 12- 18	Chapter 9	Verbal Communication and Presentations	-Read Chapter 9 -*Communicate Successfully #2 Page 206. -*Develop Workplace Skills #5 Page 207. -*Discussion Board 5 -*Chapter 9 Test <b>*Chapter 9 assignments due Tuesday, October 18, midnight.</b>	*1,3 **a,c,
Week 10 Oct. 19- 25	Chapter 10	Global Communication-Technology and Etiquette	-Read Chapter 10 -*Put It To Work Page 223. -*Communicate Successfully #2 Page 223. -*Chapter 10 Test <b>*Chapter 10 assignments due Tuesday, October 25, midnight.</b>	*1,3 **a,c,
Week 11 Oct. 26- Nov. 1	Chapter 11	<b>Part 4: Records and Financial Management</b> Chapter 11: Managing Records	-Read Chapter 11 -*Put It To Work Page 257. -*Develop Workplace Skills #7 Page 258. -*Chapter 11 Test <b>*Chapter 11 assignments due Tuesday, November 1, midnight.</b>	*6 **a,c,
Week 12 Nov. 2-8	Chapter 12 and 13	Managing Electronic Records Personal Finance and Investment Strategies	-Read Chapter 12 and 13 -*Communicate Successfully #1 Page 277. -*Build Relationships #8 Page 279. -*Put It To Work Page 305. -*Build Relationships #10 Page 307 *Chapter 12 and 13 Test <b>*Chapter 12 and 13 assignments due Tuesday, November 8, midnight.</b>	*6 **a,c,

Week 13 Nov. 9- 15	Chapter 14 AND 15	Meeting and Event Planning Travel Arrangements Proctored Exam  <b>**PROCTORED EXAM DATES: SWAINSBORO CAMPUS: MONDAY, NOVEMBER 14, 1-2 P.M., ROOM TBA. OR VIDALIA CAMPUS: TUESDAY, NOVEMBER 15, 1-2 P.M., ROOM 809 GILLIS BUILDING.</b>	-Read Chapter 14 and 15 -*Develop Workplace Skills #6 Page 333. -*Develop Workplace Skills #4 Page 356. -*Proctored Exam (Chapters 14 and 15) <b>*Chapter 14 and 15 assignments due Tuesday, November 15, midnight.</b>	*7 **a,c,
		<b>HOLIDAYS-NOVEMBER 23 AND 24</b>		
Week 14 Nov. 16- 22	Chapter 16	Workplace Mail and Copying	-Read Chapter 16 -*Put It To Work Page 376. -*Build Relationships #7 Page 378. -*Chapter 16 Test <b>*Chapter 16 assignments due Tuesday, November 22, midnight.</b>	*4,5 **a,c,
Week 15 Nov. 28- Dec. 1	Chapter 17	Job Search and Advancement  <b>**NOTE THE SHIFT IN DUE DATE FOR LAST WEEK OF CLASS.</b>	-Read Chapter 17 -*Communicate Successfully #4 Page 407. -*Chapter 17 Test <b>*Chapter 17 assignment due Thursday, December 1, midnight.</b>	*1,2 **a,c,
Thurs. Dec. 1		<b>LAST DAY OF FALL SEMESTER</b>		
* <b>BUSN 1240 Competency Areas:</b> 1. Office Protocol 2. Time Management 3. Telecommunications and Telephone Techniques 4. Office Equipment 5. Workplace Mail 6. Records Management 7. Travel and Meeting Arrangements			<b>**General Core Educational Competencies</b> 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.	

**ADDITIONAL CLASS INFORMATION: (Students are responsible for all information contained in this lesson plan).**

- **ASSIGNMENTS:** This lesson plan is subject to change at instructor's discretion. All assigned work from the textbook must be submitted via the assignment links in the chapter folders for grading by the due dates as indicated above. It is the student's responsibility to make sure all assignments are completed and submitted by these due dates. **LATE WORK IS NOT ACCEPTED FOR THIS CLASS. A GRADE OF ZERO WILL BE ASSIGNED. NO EXCEPTIONS!**

**No group work will be assigned this semester in the online class unless designated by instructor.** Ignore any statements on assignments regarding group work. All assignments are to be completed individually. Always key your name and assignment number on all your work before submitting it for grading. **(Example: Tina Jernigan, Chapter 1 Build Workplace Skills 3).** **\*\*Ten Points will be deducted automatically for failure to key name on assignments.**

**REFER TO THE CHAPTER FOLDERS IN THE BLACKBOARD COURSE UNDER THE CHAPTER ASSIGNMENTS LINK ON THE MENU TAB FOR ADDITIONAL INFORMATION REGARDING ASSIGNMENTS. STUDENTS ARE RESPONSIBLE FOR OBTAINING AND REVIEWING THIS INFORMATION.**

- **DISCUSSION BOARDS:** Students will complete five (5) discussion board assignments (see lesson plan above for assigned weeks) that will count as part of the final course grade. These discussions will be graded from discussion board area by instructor. The Discussion Board assignments are located under the Discussion Board link on the course menu. **See discussion board grading rubric attached to syllabus on how you will be evaluated.**
- **CHAPTER TESTS AND PROCTORED EXAM:** Students will take chapter tests covering the material in the textbook. Failure to take the chapter tests will result in a grade of zero. No exceptions. I encourage students not to wait until the last night to take the tests. Review the proctored exam statement on syllabus for details on exam, which is scheduled during week 13. **ALL STUDENTS ARE REQUIRED TO COME TO CAMPUS AND TAKE THE PROCTORED EXAM.**
- **EMAILS:** Make sure that you always key your name and class in the subject line of every email you send me so I know which class you are in. **For Example: BUSN 1240/Tina Jernigan. THE PREFERRED EMAIL IS YOUR STUDENT EMAIL ACCOUNT.**
- **CHECKING GRADES:** A grade book is made available in the Blackboard course on the Home page on the menu labeled "My Grade". This grade book is for students to review and is continuously updated throughout the semester. Students are to keep in mind that if assigned a grade of zero that these grades are not automatically counted in the current averages shown until instructor post those grades manually so averages could seem higher at the time before posting these grades. Students are responsible for knowing how to average their grades, not the instructor. The overall percentage averages should display in the grade book to help track course progress.

**BUSN 1240-OFFICE PROCEDURES  
(ONLINE CLASS)  
GRADING SCALE INFORMATION**



1. **Three points will be assessed per error on assignments.** Instructor reserves the right to deduct less or more depending on type of error. Ten points will automatically be deducted for not keying name on assigned work. \*Make sure your name and assignment information is keyed on all assignments somewhere on the document before submitting for grading....take ownership of your work!
2. Assignments for each chapter will be averaged together to arrive at one chapter grade each week.
3. Five discussion boards are assigned for the semester. They are assigned randomly throughout the semester. Students are required to post at least four comments for each discussion board. This means at least one original post and at least three replies to other students in class.
4. Proctored exam will be given during week 13. See scheduled dates on syllabus/lesson plan. Students are required to come to campus for the scheduled exam.

**\*REVISED FALL SEMESTER 2016**

**\*\*INSTRUCTOR RESERVES THE RIGHT TO CHANGE GRADING SCALE AT ANY POINT DURING THE SEMESTER.**

**BUSN 1240 DISCUSSION BOARD  
GRADING RUBRIC**

<b>Performance</b>	<b>Exceptional 100</b>	<b>Proficient 90</b>	<b>Satisfactory 80</b>	<b>Poor 70</b>
<b>Grammar/ Spelling</b>	Grammatical and Spelling errors do not exist.	Grammatical and Spelling errors are few and cause no comprehension problems.	Grammatical and Spelling errors cause the reader to reread many parts of the discussion board.	Grammatical and Spelling errors are frequent. Makes discussion board confusing to read and comprehend.
<b>Posts &amp; Word Count</b>	<ul style="list-style-type: none"> <li>• Posts at least 1 original comment early to allow others time to read and reply to 3 or more posts</li> <li>• 25+ words in main thread</li> </ul>	<ul style="list-style-type: none"> <li>• Posts at least 1 original comment early to allow others time to read and reply to 2 posts</li> <li>• 20-24 words in main thread</li> </ul>	<ul style="list-style-type: none"> <li>• Posts at least 1 original comment for others to read and reply to. Some required postings missing. Reply to 1 posts</li> <li>• 11-19 words in main thread</li> </ul>	<ul style="list-style-type: none"> <li>• Posts at the last minute without allowing enough time for others to read and reply to. Some required postings missing. Reply to 0 posts</li> <li>• 1-10 words in main thread</li> </ul>

**\*NOTE: A GRADE OF ZERO WILL BE ASSIGNED FOR ANY DISCUSSION BOARDS NOT COMPLETED BY THE DUE DATES. THESE CANNOT BE POSTED LATE.**

**\*\*INSTRUCTOR RESERVES THE RIGHT TO ADJUST DISCUSSION BOARD REQUIREMENTS AT ANY TIME DURING THE SEMESTER.**