

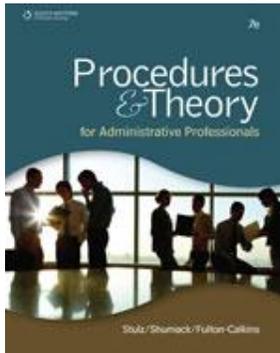


**OFFICE PROCEDURES
BUSN 1240
COURSE SYLLABUS
ONLINE
Summer Semester 2017**

Semester: Summer 2017
Course Title: Office Procedures
Course Number: BUSN 1240
Credit Hours/ Minutes: 3/3000
Class Location: GVTC/Blackboard
Class Meets: Via Internet / 9 weeks
CRN: 60117

Instructor: Linda Whitfield
Office Hours: 2:00-4:30 p.m. Monday-Thursday
Office Location: Office 804 Gillis Medical Building
Email Address: lwhitfield@southeasterntech.edu*
*This is my preferred method of contact.
Phone: (912) 538-3158
Fax Number: (912) 538-3106

REQUIRED TEXT: Procedures and Theory for Administrative Professionals, 7th 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.

STUDENT REQUIREMENTS: 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.** 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.

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 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.

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 to coordinate reasonable accommodations.

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 advise me and make appropriate arrangements with the Helen Thomas, Room 912-538-3126, hthomas@southeasterntech.edu.

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.

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 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, 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 Tuesday, July 18, 2017, OR Wednesday, July 19, 2017. The event will be given on Tuesday, July 18, 2017, at the Vidalia Campus, Medical Technology Building, Room 806, and will begin at 1:30 p.m. sharp. The event will also be given on Wednesday, July 19, 2017, at the Swainsboro Campus, Building 2, Room 2122, and will begin at 1:30 p.m. sharp. The proctored exam is listed in the lesson plan. The proctored exam will consist of an objective based exam on Chapters 14 and 15. You may come EITHER day that is convenient for you!

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

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: STATEMENT OF NON-DISCRIMINATION: The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, 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 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).

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

ADA/Section 504 - Equity- Title IX (Students) - OCR Compliance Officer	Title VI - Title IX (Employees) - EEOC Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 st Street, Vidalia Office 108 Phone: 912-538-3126 hthomas@southeasterntech.edu	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3147 bwilcox@southeasterntech.edu

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.

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 Competency Areas:**

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 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 1240-OFFICE PROCEDURES
SUMMER SEMESTER 2017 LESSON PLAN**

Date	Chap / Less	Content	Assignments & Tests Due <i>*Indicates assignments to be completed/submitted for a grade.</i>	Comp Area
Weds. May 17		<p>First Day of the Semester</p> <p>BAT Orientation: Wednesday, May 17, Lab 806 Vidalia Campus, 2 p.m.</p> <p>BAT Orientation: Thursday, May 18, Swainsboro Campus, 2 p.m. (Room 2122)</p> <p>**Note that the orientation sessions are optional, but strongly encouraged!</p>	<p>Orientation Assignments:</p> <p>Logon to BLACKBOARD MAIL: Send email to Instructor. Reply to any Instructor email.</p> <p>Login to BLACKBOARD by 05/17 MIDNIGHT</p> <p>Complete Personal Introduction on BLACKBOARD by 05/22</p> <p>Read and review information regarding BLACKBOARD, IDS, and Discussion Board coverage</p> <p>Complete Pledge Online by 05/22</p> <p>YOU DO NOT HAVE TO EMAIL ME THE STUDENT PACKET---JUST COMPLETE THE PLEDGE</p>	
Week 1 May 17-22	Chapter 1 and 2	<p>Part 1: The Dynamic Workplace</p> <p>Chapter 1: The Workplace-Constantly Changing</p> <p>Chapter 2: Your Professional Image</p>	<p>-Read Chapters 1 and 2</p> <p>-*Communicate Successfully #2 Page 23.</p> <p>-*Develop Workplace Skills #4 Page 23.</p> <p>-*Develop Workplace Skills #4 Page 45.</p> <p>-*Develop Workplace Skills #5 Page 46.</p> <p>-*Discussion Board #1.</p> <p>-*Chapter 1 Test and Chapter 2 Test</p> <p>*Week 1 assignments due Monday, May 22, midnight.</p>	*1 **a,c
Week 2 May 23-29	Chapter 3 and 4	<p>Chapter 3: Workplace Teams</p> <p>Part 2: Workforce Behaviors</p> <p>Chapter 4: Self-Management</p> <p>HOLIDAY-MONDAY, MAY 29</p>	<p>-Read Chapters 3 and 4</p> <p>-*Creativity/Innovation Activity Page 62 (No team work necessary).</p> <p>-*Build Relationships #7 Page 66.</p> <p>-*Put It To Work Page 89.</p> <p>-*Develop Workplace Skills #4 Page 90.</p> <p>*-Discussion Board #2.</p> <p>-*Chapter 3 Test and Chapter 4 Test</p> <p>*Week 2 assignments due Monday, May 29, midnight.</p>	*1,2 **a,c
Week 3 May 30-June 5	Chapter 5 and 6	<p>Chapter 5: Ethical Theories and Behaviors</p> <p>Chapter 6: Leadership</p>	<p>-Read Chapters 5 and 6</p> <p>-*Develop Workplace Skills #7 Page 110.</p> <p>-*Build Relationships #9 Page 111.</p> <p>-*Develop Workplace Skills #5 Page 128.</p> <p>-*Build Relationships #8 Pages 128-129.</p> <p>-*Discussion Board #3.</p> <p>-*Chapter 5 Test and Chapter 6 Test</p> <p>*Week 3 assignments due Monday, June 5, midnight.</p>	*1 **a,c
Week 4 June 6-12	Chapter 7 and 8	<p>Chapter 7: Customer Service</p> <p>Part 3: Communication Essentials</p> <p>Chapter 8: Written Communication</p>	<p>-Read Chapters 7 and 8</p> <p>-*Communicate Successfully #3 Page 147.</p> <p>-*Develop Workplace Skills #8 Pages 147-148.</p> <p>-*Communicate Successfully #3 Page 177.</p> <p>-*Develop Workplace Skills #5 Page 177.</p>	*1,3 **a,c

			<p>-*Discussion Board #4</p> <p>-*Chapter 7 Test and Chapter 8 Test</p> <p>*Week 4 assignments due Monday, June 12, midnight.</p>	
Week 5 June 13 -19	Chapter 9 and 10	Chapter 9: Verbal Communication and Presentations Chapter 10: Global Communication-Technology and Etiquette	<p>-Read Chapters 9 and 10</p> <p>-*Communicate Successfully #2 Page 206.</p> <p>-*Develop Workplace Skills #5 Page 207.</p> <p>-*Put It To Work Page 223.</p> <p>-*Communicate Successfully #2 Page 223.</p> <p>-*Discussion Board #5.</p> <p>-*Chapter 9 Test and Chapter 10 Test</p> <p>*Week 5 assignments due Monday, June 19, midnight.</p>	*1,3 **a,c
Week 6 June 20 -26	Chapter 11 and 12	Part 4: Records and Financial Management Chapter 11: Managing Records	<p>-Read Chapter 11</p> <p>-*Put It To Work Page 257.</p> <p>-*Develop Workplace Skills #7 Page 258.</p> <p>-*Chapter 11 Test</p> <p>*Week 6 assignments due Monday, June 26, midnight.</p>	*6 **a,c
Week 7 June 27-July 3	Chapter 12 and 13	Chapter 12: Managing Electronic Records Chapter 13: Personal Finance and Investment Strategies	<p>-Read Chapters 12 and 13</p> <p>-*Communicate Successfully #1 Page 277.</p> <p>-*Build Relationships #8 Page 279.</p> <p>-*Put It To Work Page 305.</p> <p>-*Build Relationships #10 Page 307.</p> <p>-*Chapter 12 and 13 Test</p> <p>*Week 7 assignments due Monday, July 3, midnight.</p>	*6,7 **a,c
July 4 – 10		SUMMER BREAK-NO CLASSES		
Week 8 July 11- 17	Chapter 14 and 15	Part 5: Professional Responsibilities and Growth Chapter 14: Meeting and Event Planning Chapter 15: Travel Arrangements Note: Proctored Exam dates are July 18 (Vidalia Campus in Room 806 Gillis Medical Building) or July 19 (Swainsboro Campus in Building 2 Room 2122) at 1:30 p.m. The exam will cover chapters 14 and 15.	<p>-Read Chapters 14 and 15</p> <p>-*Develop Workplace Skills #6 page 333.</p> <p>-*Develop Workplace Skills #4 Page 356.</p> <p>-*Chapter 14 and 15 Test (Proctored Exam)</p> <p>*Week 8 assignments due Monday, July 17, midnight.</p>	*4,5,7 **a,c
Week 9 July 18- 24	Chapter 16 and17	Chapter 16: Workplace Mail and Copying Chapter 17: Job Search and Advancement	<p>-Read Chapter 16 and 17</p> <p>-*Put It To Work Page 376.</p> <p>-*Build Relationships #7 Page 378.</p> <p>-*Communicate Successfully #4 Page 407.</p> <p>-*Chapter 16 Test and Chapter 17 Test</p> <p>*Week 9 assignments due Monday, July 24, midnight.</p>	*1,2
Weds. July 26		SUMMER SEMESTER ENDS		

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: Linda Whitfield, 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 14. **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/Linda Whitfield. 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. If more than one assignment is given per chapter (or per week), those assignments will be averaged together to obtain your grade for that particular chapter or the week. For example, if you made a 100 on one of the assignments and a 50 on the other, then your grade for that chapter/week would be a 75.
3. Discussion Board assignments for the semester also need to be completed during the assigned weeks indicated on lesson plan. Late posts are not counted and failure to post any comments results in a grade of zero. Students are required to post at least one original post along with at least one reply each week, but more is encouraged.
4. Always proofread, spell check, and grammar check your documents before turning them in for a grade! Although this is not an English class, professionalism is a must. Points will be deducted for excessive spelling, grammar, punctuation, and document formatting errors.

***REVISED SUMMER SEMESTER 2017**

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

Discussion Board Rubric

# of discussion posts	# 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.