

Quarter 1, Fall 2011

T 5:00-6:50, BUS-41

#50406 : 08/16/11-10/11/11

Mrs. Pam Gilmore

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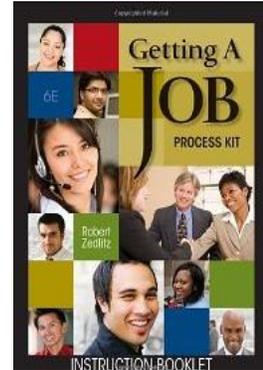
Office Hours in BUS-48A: Wednesdays, 11-11:50; Fridays 8-10; or by appointment

REQUIRED TEXT AND SUPPLIES:

- Getting a Job Process Kit
- Jump Drive (USB drive)

COURSE DESCRIPTION:

- This course is designed to prepare the Office Technology student to conduct an effective job search within the office assistant, administrative assistant or medical office assistant career path. A variety of topics will be covered including personal skill evaluations; where and how to look for office jobs; writing a cover letter and resume, highlighting and implementing their office technology skills; correctly completing an office job application; interview attire; body language and personal mannerisms; management of cell phones and answering machines; the intent of general interview questions as well as questions specific to office technology; and follow-up calls and letters.

**COURSE OUTCOMES:**

Upon completion of this course, students will be able to:

- a) Demonstrate their strengths and weaknesses in regards to office technology skills
- b) Describe the job/industry skill requirements for their chosen area
- c) Create and update a resume which highlights office technology skills
- d) Create and modify cover letters, targeting office assistants, administrative assistance, and/or medical office employers
- e) Accurately complete a job application
- f) Describe the time commitment required to find an office job
- g) Schedule an interview
- h) Manage cell phones and answering machines to relay the best possible image to a potential employer
- i) Dress appropriately for an interview for an office position
- j) Demonstrate how body language is perceived and some of their personal mannerisms
- k) Describe the importance of arriving on time to an interview
- l) Comfortably answer typical and general interview questions as well as questions regarding office technology skills
- m) Describe the intent of typical interview questions
- n) Ask the employer pertinent questions during an interview
- o) Create and modify a letter of appreciation
- p) Complete a follow up call
- q) Make a request for referrals from interviewers

COURSE OBJECTIVES:

In the process of completing this course, students will:

- a) Evaluate their strengths and weaknesses in regards to office technology skills
- b) Research the job/industry skill requirements for their chosen area
- c) Create and update two formats of their resume, highlighting office technology skills
- d) Create and modify cover letters, targeting office assistants, administrative assistance, and/or medical office employers
- e) Accurately complete a job application
- f) Gain an understand the time commitment required to find an office job
- g) Practice scheduling an interview
- h) Evaluate their "at home" phone skills, including the use of their cell phones and outgoing messages
- i) Observe appropriate and inappropriate interview attire
- j) Observe body language and evaluate their personal mannerisms
- k) Understand the importance of arriving on time to an interview
- l) Answer typical and general interview questions as well as questions regarding office technology skills
- m) Evaluate the intent of typical interview questions
- n) Create and discuss questions to ask during an interview
- o) Create and modify a letter of appreciation
- p) Practice making a follow up call including a request for a referral when appropriate

ATTENDANCE:

Just as it is expected that employees will be present for all workdays, students are expected to attend all class meetings, be on time, and be in class the entire class session. The only excused absences are those due to a school-related activity or a requirement to appear in court. Calling me to tell me you will be absent does not excuse you but is considered a professional courtesy and will be noted in your attendance record. Students leaving class before the end of class will be recorded as absent. Your classmates and I would greatly appreciate that students in the class take care of any personal needs (i.e., using the restroom, getting a drink, sharpening a pencil) before class begins. If you decide to drop the course, it is your responsibility to make the drop official in the Admissions and Records office or else possibly receive a grade of F.

THIS CLASS ONLY MEETS 9 TIMES, THEREFORE, STUDENTS WILL BE DROPPED FROM THIS COURSE ON THE 2ND CONSECUTIVE ABSENCE PRIOR TO THE DROP DEADLINE.

HOLIDAYS: Monday, September 5, Labor Day

DROP DEADLINE: TBA

TARDIES:

Students are expected to be on time. It is distracting, rude and unfair to fellow classmates and to the instructor when a student is late.

HOMEWORK:

Some homework will be collected. Each assignment collected will be graded on completeness, neatness, and effort. Homework is to be typed, stapled in the upper left-hand corner, and in order. Record the class name, your name, homework (chapter and problems), and date on each homework

assignment. A selected few problems may be graded using a Homework Check. No late homework will be accepted! *Note: Being absent the day homework is collected does not entitle you to turn it in late!* Telephone or email me to discuss your specific situation.

LAB ASSIGNMENTS:

You will be building an interview packet as you continue in this course. Please keep all lab assignments in a neat and orderly fashion until they are due. Assignments are to be printed out as well as saved on your drive. I reserve the right to examine your work as it is saved on your drive. ***If your assignment is not saved on your jump drive and available for my review, credit will not be earned for the assignment.***

QUIZZES:

Quizzes may be announced. There are no makeup's for missed quizzes. POP Quizzes will be given each time a cell phone is activated or a text message is sent or received during class. Cell phones must remain out of sight during class.

TESTS & INTERVIEWS:

There are no makeup's for missed tests. If you foresee that you have an unavoidable situation on an upcoming test date, you may arrange to take the test early. No late tests will be allowed. Telephone or email me to discuss a specific situation.

FINAL EXAM:

A two-hour comprehensive final exam will be given at the end of the quarter. The date and time of the exam is as follows: **Tuesday, October 11, 5:00-6:50 PM.**

PARTICIPATION:

Students are required to participate in all class discussions and activities. You may not start the homework during class. You may not study for another class, sleep, surf the Internet, or read a book during class.

GRADING:

- *HOMEWORK, LAB ASSIGNMENTS, & INTERVIEW PACKET:* 50%
- *TESTS, QUIZZES, & INTERVIEWS* 50%

Percent of Total Points	Grade
90-100	A
80-89	B
70-79	C
60-69	D
0-59	F

WEB ADDRESS TO ACCESS YOUR PROGRESS GRADES:

Reedley College Web Site (www.reedleycollege.edu). Click on Academic Programs. Click on Micrograde and WebGrade under Other Links. Your User ID is the same as your Reedley College Student ID. I will email you your password at the end of Week 2.

<http://sc.webgrade.classmanager.com/ReedleyCollege/>

ADA

If you have special needs as addressed by the Americans with Disabilities (ADA) act including alternate media requests, please notify your course instructor immediately. Reasonable efforts will be made to accommodate your special needs.

ACADEMIC DISHONESTY

Students at Reedley College are entitled to the best education that the college can make available to them, and they, their instructors, and their fellow students share the responsibility to ensure that this education is honestly attained. Because cheating, plagiarism, and collusion in dishonest activities erode the integrity of the college, each student is expected to exert an entirely honest effort in all academic endeavors. Academic dishonesty in any form is a very serious offense and will incur serious consequences.

Cheating is the act or attempted act of taking an examination or performing an assigned, evaluated task in a fraudulent or deceptive manner, such as having improper access to answers, in an attempt to gain an unearned academic advantage. Cheating may include, but is not limited to, copying from another's work, supplying one's work to another, giving or receiving copies of examinations without an instructor's permission, using or displaying notes or devices inappropriate to the conditions of the examination, allowing someone other than the officially enrolled student to represent the student, or failing to disclose research results completely.

Plagiarism is a specific form of cheating: the use of another's words or ideas without identifying them as such or giving credit to the source. Plagiarism may include, but is not limited to, failing to provide complete citations and references for all work that draws on the ideas, words, or work of others, failing to identify the contributors to work done in collaboration, submitting duplicate work to be evaluated in different courses without the knowledge and consent of the instructors involved, or failing to observe computer security systems and software copyrights.

Incidents of cheating and plagiarism may result in any of a variety of sanctions and penalties, which may range from a failing grade on a particular examination, paper, project, or assignment in question to a failing grade in the course, at the discretion of the instructor and depending on the severity and frequency of the incidents.