

SPRING 2013

F 10:00 – 11:50, BUS 41

#50795: 1/7/13-3/8/13

INSTRUCTOR: TONI ENSZ

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Office Hours: M 11:00-12:00 and W 10:00-12:00 BUS 41 OR BY APPOINTMENT

**Required Text and Supplies:**

-  128 MB (minimum) Flash Drive (Jump Drive, Thumb Drive)
-  Job Retention (Custom)  
Burton ISBN 978-0-558-71587-8 Publisher: Pearson

**COURSE DESCRIPTION:**

This course will cover a variety of topics related to succeeding at work as an office assistant, an administrative assistant, a secretary, and/or a medical administrative assistant. Topics will include job orientation, business office employer expectations, customer service, dealing with difficult coworkers in the office, goal setting and career planning, mentoring, continuing education, and business ethics. Students will also be asked to examine their personal lives to determine and correct any potential issues that may hinder their ability to maintain their jobs in an office.

**COURSE OBJECTIVES:**

1. Be exposed to typical job orientations and office procedures manuals
2. Examine the many aspects of company culture and explore how the office assistant fits into the culture
3. Be exposed to the concept of a learning curve as it relates to their office job
4. Practice asking questions about job situations and tasks that seem unclear
5. Learn employer and job specific expectations
6. Engage in customer service activities
7. Review activities that are not appropriate in the office setting
8. Be exposed to situations that require problem solving and practice applying their personal skills and/or technological skills to those situations
9. Role play dealing with difficult coworkers and customers
10. Practice career planning
11. Set professional and personal goals
12. Learn how and when it is appropriate to ask for a raise or promotion
13. Learn about mentors and mentoring
14. Study the career and financial benefits of continuing their education
15. Study employee rights
16. Evaluate their personal situations in order to have solutions in place for issues that may hinder their ability to perform their jobs

**COURSE OUTCOMES:**

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

1. Describe the purpose and benefit of a job orientation and an office procedures manual
2. Evaluate company's culture and how the office assistant fits into the culture
3. Describe the concept of a learning curve as it relates to their office job
4. Comfortably ask questions regarding job situations and tasks that are not clear
5. Meet basic employer expectations
6. Describe job specific expectations
7. Provide good customer service within a variety of circumstances
8. Refrain from engaging in activities that are not appropriate in the office setting

9. Recognize situations that require problem solving and be able to apply their skills, both personal and technological, to that situation
10. Conduct themselves in a professional manner when dealing with difficult coworkers and customers
11. Describe the importance of career planning
12. Set professional and personal goals
13. Demonstrate how and when to ask for a raise or promotion
14. Describe the benefits of a mentor
15. Choose an appropriate mentor
16. State reasons for pursuing continued education
17. Explain their rights as an employee
18. Derive solutions to issues that may hinder their ability to perform their jobs

#### COURSE CONTENT OUTLINE:

- 1) Job orientation and office procedures manuals
- 2) Office culture
- 3) Learning curve
- 4) Employee responsibilities
  - a) Basic employer expectations
  - b) Job specific responsibilities
  - c) Things you should not do in an office
- 5) Problem solving
- 6) Handling difficult people
- 7) Asking questions/Asking for help
- 8) Customer Service
- 9) Career planning
  - a) Goal setting
  - b) Raises and promotions
  - c) Mentors
  - d) Education
- 10) Employee rights
- 11) Planning for problems in an office
- 12) Why good people lose office jobs

#### ATTENDANCE AND TARDIES:

- 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. Roll is taken each class period. The only excused absences are those due to a school-related activity or a requirement to appear in court and you must let me know before the absence. Any other absence, calling me to tell me you will be absent does not excuse you but is considered professional courtesy and will be noted in your attendance record. (On the job, if you do not call prior to being absent, you will be reprimanded or fired.) Students leaving class before the end of class will be recorded as a tardy and 3 points will be deducted from participation.
- Try not to be late for an exam. If you are late, you may take the exam up to the time the first student finishes the exam and leaves. After the first student leaves, you may not take the exam and it will count as a missed exam.
- 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. **The last day to drop the class is: February 1, 2013.**
- I do not accept late work, nor do I allow for make-up work (this includes in-class work, homework, and tests). This means you need to be in class and do the work as assigned. If you are aware you are going to be absent, you may complete the assignment and hand it in early, but no late work will be accepted.

- In this class, you are allowed 4 absences before being dropped from the class. Absences and tardies will affect your grade. Five points will be deducted each day of non-participation and 3 points for each tardy.
- Students are expected to be on time. Two tardies are considered 1 absence.

#### HOLIDAYS:

- Monday, January 21 – Martin Luther
- Friday, February 15 – Lincoln
- Monday, February 18 – Washington
- March 25-29 – Spring Break

#### TESTS:

- There are no make-ups 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 comprehensive final exam will be given at the end of the quarter. **The final exam will be given during the last class period on March 8, 2013.**

#### GRADING: (TENTATIVE PERCENTAGES)

- *HOMEWORK:* 25%
- *LAB ASSIGNMENTS:* 25%
- *TESTS & QUIZZES* 30%
- *CLASS PARTICIPATION* 10%
- *FINAL* 10%

Grade	Percentage of total points
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	59% and lower

#### WEB ADDRESS TO ACCESS YOUR PROGRESS GRADES:

- <http://sc.webgrade.classmanager.com/reedleycollege/>
- Your User ID is the same as your Reedley College Student ID.
- I will email you your password and a link to the Web site at the end of week 3.

#### CELL PHONES:

- Please place your phones on vibrate before class begins. No texting allowed in class. If you must take a phone call, please step out of the classroom when talking. I will ask you to leave class and deduct 3 points from your participation grade if you continually have your phone out during class.

#### 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.

Receipt and Acknowledgement of OT 17 syllabus

I, \_\_\_\_\_ acknowledge the receipt of this OT 17 syllabus.  
(Print your name legibly)

I have read the guide and understand the policies and procedures of this course. I particularly understand the policies regarding **Attendance, make-ups, cell phones, and Grading**, as outlined in this document.

**Signature** \_\_\_\_\_

**Id #** \_\_\_\_\_

**Date** \_\_\_\_\_

**Phone #** \_\_\_\_\_

**Emergency Contact Name** \_\_\_\_\_

**Emergency Phone Number** \_\_\_\_\_

**Tell me about you. What are your interests, family, affiliations???**

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**Are there any medical conditions you have that might be helpful for me to know?**

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