# Office Technology 17 Job retention REEDLEY COLLEGE

##### Quarter 1, Fall 2019 Thursdays, 12-1:50 in BUS41 #55061 : 08/12/19-10/11/19

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#####  Office Hours arranged by appointment

### REQUIRED TEXT and SUPPLIES:

* Job Retention (Custom Book created for you by Reedley College), ISBN 9780558715878, Pearson Learning Solutions, $44.25-$59.00
* Jump Drive (aka USB drive, Flash drive, Thumb drive)

### Catalog Description:

This course covers 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 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. (A, CSU)

### 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:

1. Recognize situations that require problem solving and be able to apply their skills, both personal and technological, to that situation
2. Provide good customer service within a variety of circumstances
3. Determine what activities are inappropriate in an office setting
4. Set professional and personal goals
5. State reasons for pursuing continued education
6. Explain their rights as an employee

### 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. 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.

holidays: Labor Day, Monday, September 2

### DROP DEADLINE: 9/12/2019

### 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.

STUDENT CONTRIBUTIONS

Each student will spend three to five hours per week preparing for class. Participation is critical to student success in this class.

If you read, highlight, and summarize information from the text and make notes in the text margins, you will spend your study time efficiently and will be able to participate effectively as a class member.

Your contribution includes the following:

1. Submitting assignments in a timely manner.

2. Studying the content by reading, highlighting, and summarizing information from the chapter.

3. Completing assignments.

4. Participating in activities and discussions.

5. Completing tests and/or quizzes on time.

### 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.

### HOMEWORK/lab assignments:

1. Homework is to be submitted through Canvas.
2. Homework is due by midnight, the Tuesday night before class. Set your alarm!
3. Early homework submission is welcome.
4. Electronic submission of homework requires you save your files using the following file naming format: **LAST NAME FIRST NAME CHAPTER # ASSIGNMENT**
5. INCORRECT FILE NAMES WILL RESULT IN LOST POINTS.
6. Correctly label each part of your assignment. Example: Activity 5-1, Sample Exam Questions, etc.

### QUIZZES:

A POP Quiz will be given any time a cell phone is activated or a text message is sent or received, or a cell phone is within view during class. Set it to silent and put it away.

### FINAL EXAM:

The final exam will be given on Thursday, October 10, the last day of class.

### Grading Weights:

5 quizzes = 400 pts/80 pts each

2 tests = 200 pts/100 pts each

5 Activities/Homework = 200 pts/40pts each

Attendance/Participation = 100 pts

Project/Presentation = 100 pts

400+200+200+100+100 = 1000

### Grading Scale:

900-1000 = A

800-899 = B

700-799 = C

600-699 = D

<599= F

### 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: 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: 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 the 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???**

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

**OT 17 schedule**

* 1st week review syllabus, assign reading chapter 1 and activity
* 2nd week discuss chapter 1, give quiz, activity and assign reading chapter 2 and activity
* 3rd week discuss chapter 2, give quiz, activity and assign reading chapter 3 and activity
* 4th week discuss chapter 3, give quiz, activity and review chapters 1-3
* 5th week discuss chptrs 1-3 & test of chapters 1-3, & assign reading chapter 4 & activity
* 6th week discuss chapter 4, give quiz and assign reading chapter 13 & activity
* 7th week discuss chapter 13, give quiz and assign reading chapter 14
* 8th week review/discuss chapters 4, 13, and 14, and test on said chapters.
* 9th week discuss/review all chapters, special project/presentation (Final)

**Grading scale -**

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