

FALL 2020

F

10:00 - 10:50 AM

ONLINE

#55278: 10/12/20 –12/11/20

INSTRUCTOR: TONI ENSZ OFFICE: BE 44 OFFICE PHONE: 638-0300, EXT: 3785 (MESSAGE)

EMAIL: toni.ensz@reedleycollege.edu

Zoom Office Hours: M 10:00 -11:00 am. Zoom Link:

<https://cccconfer.zoom.us/j/91096757408?pwd=RGF1YkIJamQyWDFLSHhzUkVRU0t6UT09>

I will also be online and available TWTh from 10:00-11:00. You can **email** me at toni.ensz@reedleycollege.edu or you can **text or call** me at [\(559\) 677-7268](tel:5596777268) at any time and I will return your message as soon as I can. Make sure you give me your name, class and any information necessary for communication.

Required Text and Supplies:

(Each student is required to have his or her own textbook. You will not be allowed to work from copies or share with another student)

-  Minimum 1 GG JUMP DRIVE (FLASH DRIVE, MEMORY STICK, USB DRIVE)
-  ½" Binder (black or white) with 10+ plastic pocket inserts – **must be new**

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:

1. Create and update a resume which highlights office technology skills
2. Create and modify cover letters
3. Accurately complete a job application
4. Dress appropriately for an interview for an office position
5. Professionally answer typical and general interview questions as well as questions regarding office technology skills during mock interviews.

COURSE OBJECTIVES:

In the process of completing this course, students will:

1. Evaluate their strengths and weaknesses in regards to office technology skills
2. Create a resume, highlighting office technology skills
3. Create and modify cover letters
4. Accurately complete a job application
5. Evaluate their "at home" phone skills, including the use of their cell phones and outgoing messages
6. Observe appropriate and inappropriate interview attire
7. Observe body language and evaluate their personal mannerisms
8. Answer typical and general interview questions as well as questions regarding office technology skills
9. Evaluate the intent of typical interview questions
10. Create and discuss questions to ask during an interview
11. Practice making a follow up call including a request for a referral when appropriate

COURSE CONTENT OUTLINE:

1. Pre-interview
 - a. Personal and technological skill evaluation
 - b. Job/Industry skill requirements (choosing the right office environment)
 - c. Job search—Where and how to look for open positions in business offices
 - d. Resumes
 - e. Cover letters
 - f. Applications
 - g. Expected time commitment
2. Interview
 - a. Scheduling the interview
 - b. “At home” phone skills
 - c. Calendaring
 - d. Business attire
 - e. Body language
 - f. Arrival time
 - g. Typical sample questions and their intent
 - h. Questions to ask potential employers
 - i. Mock interview
3. Post interview
 - a. Letter of appreciation
 - b. Follow up call
 - c. Request for referrals

ATTENDANCE AND TARDIES:

- **We will have a Zoom meeting each Friday at 10 am. I do expect you to attend that meeting, with your video on. I will be taking attendance at each meeting.**
- 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. **November 9, 2020 is the drop date for this class.**
- 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 do the work as assigned. If you are aware you are going to have a conflict, you may complete the assignment and hand it in early, but no late work will be accepted.

SCHOOL HOLIDAYS:

- VETERAN’S DAY – NOVEMBER 11
- THANKSGIVING – NOVEMBER 26-27

TESTS:

- There are no make-ups for missed interviews. If you foresee that you have an unavoidable situation on an upcoming interview date, you may arrange interview early. No late interviews 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 your final interview and you will sign up for date and time. The final interview will be held during the week of December 7-11.**

TENTATIVE GRADING PERCENTAGES:

- *IN CLASS PARTICIPATION:* 10%
- *HOMEWORK:* 20%
- *PORTFOLIO:* 30%
- *TESTS/INTERVIEWS* 40%

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

MANDATORY ASSIGNMENTS:

- If you do not hand in a **portfolio**, or you do not show up for your **final interview**, you will receive an F in the class, regardless of your grade up to that point.

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.
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- 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.