
Quarter 1, Spring 2010 T 10:00 - 11:50, BUS 41 #51897: 1/11/10-3/12/10

INSTRUCTOR: TONI ENSZ

OFFICE: BE 46

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OFFICE HOURS: T TH 9:00-10:00 AND W 12:00 – 1:00 IN BUS 41 OR BY APPOINTMENT

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)

- 📚 Professionalism: Real Skills for Workplace Success
Authors: Anderson & Bolt
- 📚 Minimum 128 MB JUMP DRIVE (FLASH DRIVE, MEMORY STICK, USB DRIVE)
- 📚 1" Clear View Binder
- 📚 Clear Pocket Inserts for binder (Approx. 10)

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

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
 - i. At home” phone skills
 - ii. Calendaring
 - b. Business attire
 - c. Body language
 - d. Arrival time
 - e. Typical sample questions and their intent
 - f. Questions to ask potential employers
 - g. Mock interview
3. Post interview
 - a. Letter of appreciation
 - b. Follow up call
 - c. Request for referrals

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.

- 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. **Check the Schedule of Courses for the drop date.**
- 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.

HOMEWORK:

Some homework will be collected. Each assignment collected will be graded on completeness, neatness, and effort. Homework should be keyboarded on one side of a standard sized paper 8 ½ x 11 (No spiral paper, please) 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. End-Of-Chapter (EOCs) assignments may be answered in the book or on a separate piece of paper. A selected few problems will 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.

HOLIDAYS:

Monday, January 19
Friday, February 13
Monday, February 16

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 two-hour comprehensive final exam will be given at the end of the quarter. The date and time of the exam is during class on **Tuesday, March 9 during class.**

TENTATIVE GRADING PERCENTAGES:

- *IN CLASS PARTICIPATION:* 10%
- *HOMEWORK/PROJECTS:* 30%
- *LAB ASSIGNMENTS/INTERVIEWS:* 45%
- *TESTS & QUIZZES* 15%

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

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 16 syllabus

I, _____ acknowledge the receipt of this OT 16 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 # _____

Email _____