Reedley College

Spring 2014

1/13/14 – 5/23/14

## Course: **OT 17 Job Retention and Responsibilities**

## Class meets: Fridays – BUS 49 10:00 – 10:50

Instructor: David L. Atencio - BA Computer Science, MBA

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Office Hours: TBA

Text Books and Study Material:

1. Business Skills – Reedley College, Pam Gilmore

1. **Course Description and Information:**

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.

1. **Course Learning Objectives and Outcomes:**

**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

**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
7. **Attendance:** Attendance is required and the instructor reserves the right to take roll at any time during the duration of the class period. To achieve successful completion of the course, it is critical for the students taking this course to attend all classes. I will drop you if you have more than three consecutive unexcused, absences.
8. **Policies:** Campus code requires that shoes or sandals and appropriate attire be worn at all times on Eating, drinking, and smoking is not allowed in the classroom or computer labs. Cell phone must be turned off or in the silence mode while class is in session. A student will be subject to discipline if she or he:

* Prevents other students from pursuing their authorized curricular or co-curricular interests.
* Interferes with or disputes faculty and administrators who are fulfilling their professional responsibilities.
* Prevents classified employees from fulfilling their prescribed duties.
* Deliberately endangers the safety of persons or the security of college property.
* Violates Reedley College computers and networks usage policy.

1. **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 obtained. 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.

* **Plagiarism:** Plagiarism is the adoption or reproduction of the ideas or words or statements of another person without due acknowledgment. This can range from borrowing without [attribution](http://en.wikipedia.org/wiki/Attribution) a particularly apt phrase, to paraphrasing someone else's original idea without citation, to wholesale [contract cheating](http://en.wikipedia.org/wiki/Contract_cheating). When plagiarizing, students will often turn to the [Internet](http://en.wikipedia.org/wiki/Internet), due the ease of [copying and pasting](http://en.wikipedia.org/wiki/Copying_and_pasting) from websites. Other more old fashioned forms of plagiarism such as [paper mills](http://en.wikipedia.org/wiki/Essay_mill) and passing off obscure articles or chapters of books of others as original work also still occur. Plagiarized papers are often riddled with gross inconsistencies such as referencing non-existent sections of the essay, changes in spelling and grammar customs, or the argument changing in mid-paragraph.
* **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 can take the form of [crib notes](http://en.wikipedia.org/wiki/Cheat_sheet), looking over someone's shoulder during an exam, or any forbidden sharing of information between students regarding an exam or exercise. Also, the storing of information in graphing calculators, pagers, cell phones, and other electronic devices has cropped up since the information revolution began.

Incidents of cheating and plagiarism may result in 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 upon the severity and frequency of the incidents.

1. **Accommodations for students with disabilities**: If you have a verified need for an academic accommodation or materials in alternate media (i.e., Braille, large print, electronic text, etc.) per the Americans with Disabilities Act (ADA) or Section 504 of the Rehabilitation Act please contact me as soon as possible.
2. **Learning Methods:**
   1. Lecture
   2. Required reading
   3. Class projects
3. Assessments

***Business Skills:***

Quizzes (4 @ 20 points each) 80 points

Assignments (2 @ 10 points each) 20 points

Final demonstration 50 Points

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Total 150 points

Grading scale:

90-100% = A 80-89% = B 70-79% = C 60-69% = D <60% = F

1. **Final Drop Date:** The final drop date for this class is: August 30, 2013 (to avoid a “W”)
2. **Examinations and assignments:** All examinations must be completed individually. Students may make use of the help feature of any application provided in their computers. Students may use their books and notes for all examinations. I will keep open the previous week, current week and one future week at all times for assignments and exams. Once a week is closed out it will be too late to make up the work.
3. **Schedule:**

| **Week** | **Reading & Lectures** | **Assignments & Projects** |
| --- | --- | --- |
| ***Week 1*** | ***Business Skills***  **The Changing Office** | **Orientation** |
| ***Week 2*** | ***Business Skills***  **The changing Office** | **Integrating Personal Goals with work** |
| ***Week 3*** | ***Business Skills***  **The changing Office** | **Assignment:**  **Organizational Chart** |
| ***Week 4*** | ***Business Skills***  **The changing Office** | **Assignment:**  **Organizational Chart** |
| ***Week 5*** | ***Business Skills***  **Developing Professional Skills** | **Assignment:**  **Lunch**  **Exploring the workplace** |
| ***Week 6*** | ***Business Skills***  **Developing Professional Skills** | **Workplace behavior project and discussion** |
| ***Week 7*** | ***Business Skills***  **Developing Professional Skills - continued**  **Time Management** | **Workplace behavior project and discussion** |
| ***Week 8*** | ***Business Skills***  **Time Management** | **Create a GANTT Chart** |
| ***Week 9*** | ***Business Skills***  **Time Management** | **Time management Tools And Strategies** |
| ***Week 10*** | ***Business Skills***  **Time Management** | **Time management Tools And Strategies** |
| ***Week 11*** | ***Business Skills***  **Preparing to meet the challenges** | **Target 3 workplaces:**  **Find a suitable Association** |
| ***Week 12*** | ***Business Skills***  **Preparing to meet the challenges** | **Self-Assessment**  **Leadership** |
| ***Week 13*** | ***Business Skills***  **Preparing to meet the challenges** | **Self-Assessment**  **Followership** |
| ***Week 14*** | ***Business Skills***  **Working in a medical Office**  **Legal Office** | **Identify Medical and Legal Office skills**  **Exercise Pg. 169** |
| ***Week 15*** | ***Business Skills***  **Working in a medical Office**  **Legal Office** |  |
| ***Week 16*** | ***Business Skills***  **Ethics** |  |
| ***Week 17*** | ***Business Skills***  **Ethics** |  |
| ***Week 18*** | ***Finals week*** |  |