

Quarter 1, Fall 2015

Fridays 10-11:50 in CTL-1

#56291 : 8/17/15-10/16/15

Mrs. Pam Gilmore

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OFFICE HOURS: Tuesdays 11-1 in BUS-48B; Thursdays 12-1 via Email or Face Book IM; or by appointment

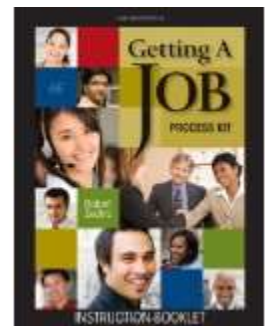
DROP DEADLINE: WEDNESDAY, SEPTEMBER 16, 2015

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.

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)
- JUMP DRIVE (FLASH DRIVE, MEMORY STICK, USB DRIVE)
- Getting a Job Process Kit
 - Robert Zedlitz
- 1/2" Binder (black or white) with 10+ plastic pocket inserts – *must be new*
- This kit is required. If it is not acquired by the end of the second week of instruction, the student will be dropped from the course.



COURSE OUTCOMES:

Upon successful 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, targeting office assistants, administrative assistance, and/or medical office employers
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 and update two formats of their resume, highlighting office technology skills
3. Create and modify cover letters, targeting office assistants, administrative assistance, and/or medical office employers
4. Accurately complete a job application
5. Practice scheduling an interview
6. Evaluate their “at home” phone skills, including the use of their cell phones and outgoing messages
7. Observe appropriate and inappropriate interview attire
8. Observe body language and evaluate their personal mannerisms
9. Answer typical and general interview questions as well as questions regarding office technology skills
10. Evaluate the intent of typical interview questions
11. Create and discuss questions to ask during an interview
12. Create and modify a letter of appreciation
13. Practice making a follow up call including a request for a referral when appropriate

COURSE 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:

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. The only excused absences are those due to a school-related activity or a requirement to appear in court. 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.

STUDENTS WILL BE DROPPED FROM THIS COURSE ON THE 2ND ABSENCE PRIOR TO THE DROP DEADLINE. (WE ONLY MEET 8 TIMES PRIOR TO THE FINAL)

PARTICIPATION:

Students are required to participate in all class discussions and activities. Participation points are earned in this class. You may not start the homework during class or work on lab assignments during lecture. You may not study for another class, sleep, surf the Internet, or read a book during class. Cell phones must be put out of site and set to silent mode. (See POP quiz note.) Social networking apps on the desktop computers must be turned off during class, not simply minimized. Headphones/ear buds are not to be used during lecture or exams. Hats and hoodies are not allowed to be worn inside my classes. Cleavage and underwear must be hidden in my classes.

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. Two tardies result in a loss of one participation point.

ASSIGNMENTS:

Assignments are due at the beginning of the next class session unless otherwise announced. Assignments must be neatly hand-written. If the assignment requires more than one page, staple the pages in order at the upper left-hand corner. Keep all assignments neat and orderly. No torn, wrinkled, or soiled assignments will be accepted. If you need another copy of the assignment because your handout has been damaged, you may print one from Blackboard. No late assignments will be accepted. Note: Being absent the day assignments are due does not entitle you to turn it in late! Telephone or email me to discuss your specific situation.

QUIZZES:

Quizzes may be announced. There are no makeup's for missed quizzes. NO EXCEPTIONS! POP quizzes will be given each time a cell phone is activated or a text message is sent or received during class. Cell phones must be out of sight during class. If a cell phone is observed out on your desk or in your lap, a pop quiz will be administered to the entire class.

TESTS:

There are no makeup's 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. As expected by your employer, you must telephone me to discuss a specific situation. Unlike your employer, I do accept and encourage email notifications since I am rarely in my office to receive your phone calls.

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 dates and times during the week of October 12.

GRADING:

- *QUIZZES & CLASS PARTICIPATION:* 10%
- *HOMEWORK:* 20%
- *PORTFOLIO:* 30%
- *TESTS & INTERVIEWS:* 40%

Percent of Total Points	Grade
90-100	A
80-89	B
70-79	C
60-69	D
0-59	F

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.

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 at the end of week 2.

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.