

Reedley College
Fall 2015
8/20/15 – 12/17/15

Course: **OT 17 - 95017 – JOB RETENTION & RESPONSIBILITIES**
Class Time: TH, 1-1:50pm – Room PHS 352
Instructor: Pablo Contreras, BA/MBA
Email: pablo.contreras@reedleycollege.edu
Phone:
Office Hours: TBD

Study Material:

1. All materials will be given in class.

1. Course Description and Information

This course will cover a variety of topics related to succeeding at work in an office environment. 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.

Much in the Information Systems industry requires a great deal of attention to detail and critical thinking skills to succeed, therefore much in this course will require you to demonstrate attention to detail and the ability to read and understand instructions.

2. Course Learning Objectives

- a. Be exposed to typical job orientations and office procedures manuals.
- b. Examine the many aspects of company culture and explore how the office assistant fits into the culture.
- c. Be exposed to the concept of a learning curve as it relates to their office job.
- d. Practice asking questions about job situations and tasks that seem unclear.
- e. Learn employer and job specific expectations.
- f. Engage in customer service activities.
- g. Review activities that are not appropriate in the office setting.
- h. Be exposed to situations that require problem solving and practice applying their personal skills and/or technological skills to those situations.
- i. Role play dealing with difficult coworkers and customers.
- j. Practice career planning.
- k. Set professional and personal goals.
- l. Learn how and when it is appropriate to ask for a raise or promotion.
- m. Learn about mentors and mentoring.
- n. Study the career and financial benefits of continuing their education.
- o. Study employee rights.
- p. Evaluate their personal situations in order to have solutions in place for issues that may hinder their ability to perform their jobs.

3. Course Learning Outcomes

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

4. Learning Methods

- a. Videos
- b. Note-taking

- c. Projects
- d. Journal

5. **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 six unexcused absences or if you have missed class for two weeks in a row. I will allow two excused absences. An excused absence is one where the student has given the instructor prior notice of the absence. Also, I will count two tardies as an absence.

6. **Readings, Assignments, Hands on Projects, and Exams**

Assigned readings must be read prior to attending class. Students are required to complete assignments, hands-on projects, and exams on their own. In other words, you may not collaborate with fellow students unless allowed by the Instructor.

All examinations must be completed individually. Collaborative work will not be allowed during examinations. The use of books, notes, cell phones, and other electronic devices will not be allowed during examinations, unless specifically stated by the instructor prior to the examination. Make up examinations, assignments, and hands-on projects are only granted with advanced notification.

Late work will be accepted but the student will receive partial credit.

7. **Due Dates**

Projects will be assigned on the same day that they are due. If you are absent you can do them for homework and not lose any points for the project. You will lose participation points for that day though. If you turn in the project late, you will receive partial credit.

8. **Outcomes Assessment**

Assignments (6 @ 5 points each).....	30 points
Presentation 1	20 points
Exam	40 points
Presentation (Final).....	30 points
Participation.....	54 points
Total.....	174 points

Grading Scale:

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

9. **Final Drop Date**

The final drop date for this class is:

- Friday, August 28th, for a refund.
- Friday, September 4th, to avoid a “W” (in person).
- Monday, September 7th to avoid a “W” (on Web Advisor).
- Friday, October 16th, to avoid a “Letter Grade.”

It’s each student’s responsibility to drop the class if they are no longer attending or no longer interested, otherwise they risk obtaining a grade of “F” in the class.

10. **Policies**

Campus code requires that shoes or sandals and appropriate attire be worn at all times on campus. Eating, drinking, and smoking are not allowed in the classroom or computer labs. Cell phones must be turned off or in the silence/vibrating mode while class is in session. If you need to use your cell phone (to make/receive a call or to send a text message) please go outside of the classroom. No visitors are allowed 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.
- Violates Reedley College cheating/plagiarism policy.

11. Accommodations

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 or Section 504 of the Rehabilitation Act, please contact the instructor as soon as possible.

12. Cheating and Plagiarism

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, assignment, or hands-on project 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.

13. Class Schedule

Wk #	Wk of	Topic	Assignments
1	8/20	Instructor Intro, Class Intros, Syllabus review, Expectations.	Orientation, Attendance
2	8/27	MS Outlook: what is it? Sending and receiving messages.	Answer questions.
3	9/3	MS Outlook part 2: Email Appointments	Answer questions.
4	9/10	File Management	Complete folder structure.
5	9/17	Cover Letter & Resume	Email Cover Letter & Resume
6	9/24	Career Planning	Journal Entry, Discussion
7	10/1	Company Culture, Office Politics, Bullying	Journal Entry, Discussion
8	10/8	Customer Service, Ethics	Journal Entry, Discussion
9	10/15	Leadership	Journal Entry, Discussion
10	10/22	Professionalism and Workplace Behavior	Journal Entry, Discussion
11	10/29	Sexual Harrassment	Journal Entry, Discussion
12	11/5	Time Management	Journal Entry, Discussion
13	11/12	Exam	Exam
14	11/19	Presentation 1	Career Planning; Company Culture, Office Politics, Bullying; Customer

			Service; Ethics; Leadership; Professionalism and Workplace Behavior; Sexual Harrassment; Time Management
15	11/26	Thanksgiving: No class	
16	12/3	Interview Questions	Journal Entry, Discussion
17	12/10	Final Presentation	Final
18	12/17	Final Presentation, Cont'd	Final