

Reedley College

Fall 2018

October 18, 2018 – December 13, 2018

Course Information

OT-17 55280 – Job Retention and Responsibilities

Meetings Dates and Times

Thursday, 2:00 pm – 3:50 pm in BUS 49

Except: *Nov. 22nd (Thanksgiving Day)*

Class Cancellation

In the event that class is cancelled unexpectedly, an announcement will be sent out via Canvas and Remind. Additional means, such as via email may also be employed.

Textbook

Anderson, L., Bolt, S. *Professionalism: Skills for Workplace Success*. 4th ed. Pearson, 2016.

ISBN: 0133868753 (Electronic) or 0321959442 (Print)

Access it online from Pearson/Vitalsource:

<https://www.vitalsource.com/referral?term=9780133868753>

Instructor Information

Jason Boyer, MBA

Contact Information

Preferred Contact

Use the [Canvas Inbox Tool](#) to email questions about assignments and course content. As a backup, or for other questions, email me at jason.boyer@reedleycollege.edu or call (559) 638-0300 ext. 3410 (if there is no answer, please leave a detailed message.)

Office Hours

I am available for in-person contact during office hours and at the location posted outside BUS 47.

Please email me to set up an appointment outside of those hours.

Course Description

This course covers 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 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.

Prerequisites, co-requisites, and advisories

ADVISORIES: English 125 and English 126 or English 128 and English 130.

Course Learning 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.

Student Learning 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 personal and professional goals.
5. State reasons for pursuing continued education.
6. Explain their rights as an employee.

Learning Methods

- Lecture
- Demonstrations
- Discussion
- Guest Presenters
- Role Playing
- Media/Audio Visual
- Small Group

Attendance

You will be dropped from the course under the following circumstances:

1. If you do not attend the first day of class.
2. If you miss more than two combined weeks

For every day you are present and participate, 5 points will be awarded to a final participation grade.

Readings, Assignments, Hands on Projects, and Exams

Academic Honesty

Assignments and Projects

Students are required to complete assignments and hands-on projects on their own. In other words, unless otherwise specified, you may not collaborate with fellow students except on assignments as specified.

Examinations

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.

Late Work Policy

Late work will not be accepted. If a student fails to submit an assignment or project on the day that it is due, then the student will lose points for that project. No excuses will be accepted. To summarize:

- No late work accepted!
- Absolutely no excuses will be accepted!

Make-up examinations are only granted with advanced notification for extenuating circumstances.

Due Dates

You will find all work that is due organized into modules (folders) in Canvas.

Required reading is expected to be completed prior to the next class lecture. Therefore, it is recommended that you complete weekly reading assignments early. Due dates and times will be posted on Canvas.

Outcomes Assessment

Below is an outline of assessments and point values assigned. Use this for determining your final grades.

Understand that this is approximate, and total points values may change slightly as assignments change as needed at the instructor's discretion.

Assessments	Percentage
Exams	50
Presentations	10
Research	10
Essays	10
Class Participation	10
Written Assignments	10

Table 1 - Outcomes Assessments

The grading scale is: 90-100%=A, 80-89%=B, 70-79%=C, 60-69%=D, <60%=F

Drop Dates

- Friday, October 19, for a refund
- Friday, October 26, to avoid a "W" (in person)
- Sunday, October 28, to avoid a "W" (on Web Advisor)
- Tuesday, November 23, to avoid a "Letter Grade"

It is 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.

Policies

Expectations

I have three expectations of students in my class. These expectations can be applied anywhere in your educational journey as well as in your career and will serve you well.

1. **Be where you need to be, when you need to be there.**

You may have heard it said the "early is on-time; on-time is late." Punctuality and dependability is one of the most sought after qualities in employees. Showing up is important, but also, be present. Stay focused, on-task, and pay attention to whatever you are doing. If you are not present, you are not participating, and you will lose participation points.

In class, this looks like:

- Being in your seat, ready to work at the beginning of class. If you are not present and seated when I take attendance, you will be marked absent.
- Staying on task and mentally present in the class. Work only on in-class assignments. Work for other classes and personal business needs to be handled elsewhere.
- Cell phones and other personal electronic devices, as well as social media are a distraction and unless otherwise specifically authorized, are not allowed.
- I reserve the right to lock the door once class begins.

2. Dress for success.

What you wear is a reflection of who you are. It is not just being properly attired, but the attitude you wear too. Be respectful and professional at all times. Failing to maintain a proper attitude can be a distraction, and could lead to discipline if it becomes a distraction to others.

In class, this looks like:

- Wearing shoes or sandals and appropriate attire at all times on campus, per SCCCD and Reedley College rules.
- Conduct yourself in a manner that reflects how you want to be seen by others.
- Maintaining a positive and pleasant learning environment.

3. Know and Do the Right Thing

Knowing what is right only has meaning if you do what is right. In the classroom, respect between classmates, respect for the school and school property, as well as respect between instructor and students is the key to a positive learning environment. Failing to respect each other will result in disciplinary consequences, from loss of participation points up to and including suspension and expulsion per State Center Community College policy.

In class, this looks like:

- Being respectful in all interactions with others, tolerant of different points of view and backgrounds, and using language that is respectful to others.
- Eating and drinking OUTSIDE the classroom and computer labs.
- Turning cell phone ringers off and remaining off of the devices during lecture.
- Keeping distractions out of the classroom: visitors are not allowed unless arrangements are made with me prior to the start of class.
- Leaving the classroom and lab cleaner than you found it.

Personal and Academic Conduct

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.

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 your instructor as soon as possible.

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, attempting 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
- Failing to disclose research results completely.

Incidents of cheating 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 severity and frequency.