

SPRING 2023  
COURSE #50081: 3/13/23– 5/19/23  
FRIDAYS, 10:00-11:50 A.M.  
LOCATION: CTL 1

INSTRUCTOR: LAURIE HECKMAN

### **COMMUNICATION POLICY**

There are several ways to connect with me throughout the duration of this course:

**Email:** For the quickest response, please message me using the 'Inbox' tab via Canvas. This method is very efficient, and your email message will be automatically tagged with your course name/number. You may also email me at: [Laurie.heckman@reedleycollege.edu](mailto:Laurie.heckman@reedleycollege.edu)  
Please remember to include your full name, course, and any other pertinent information. I will try my best to respond within 24 hours.

**Phone:** A Google voicemail line has been set up for students who prefer to communicate via phone, please call or text: **(559) 869-8788**. Make sure you clearly state your full name, course, and any other pertinent information. A transcript of your message will be emailed to me.  
*(Same 24hr. response time applies to phone messages)*

### **REQUIRED TEXT AND SUPPLIES:**

- ✓ OFFICE PROCEDURES FOR THE 21<sup>ST</sup>  
BY: SHARON BURTON & NELDA SHELTON  
**ISBN: 978-0-13-506389-7**

**IMPORTANT NOTE:** 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.

THIS BOOK IS ALSO USED FOR OT 48 (TODAY'S RECEPTIONIST)

### **COURSE DESCRIPTION:**

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.

### **COURSE OUTCOMES:**

IN THE PROCESS OF COMPLETING THIS COURSE, STUDENTS WILL:

- Study the changing and challenging office
- Develop professional skills
- Practice time management
- Prepare to meet the challenges of the active and diverse office environment

- Study working in a medical office
- Study working in a legal office

### **PARTICIPATION / ATTENDANCE**

Participation is KEY in an online learning environment! As such, your participation score will be based on several factors, including weekly class meetings, discussion board responses, homework and test submissions.

- Students will be dropped from this course as a “no-show” if they do not attend the initial mandatory meeting on Friday, October 14<sup>th</sup>, 2022.
- If you decide to drop the course at any time throughout the semester, it is your responsibility to make the drop official in the Admissions and Records office or else possibly receive a failing grade.

**Final drop date for this course is October 21, 2022!**

### **LATE WORK / TESTS**

It is very important that you pay close attention to all posted due dates as I do not allow late work of any kind. There are no make-ups for missed assignments, tests or quizzes. However, if you foresee an unavoidable situation on an upcoming test date, you may arrange to take the test early. Please contact me to discuss your specific situation, otherwise any and all late work will be marked as zero.

### **HOLIDAYS**

- April 3-7 – Spring Recess

### **FINAL EXAM**

A comprehensive final exam will be given during the last week of the course.

### **GRADING:**

<i>WEEKLY HOMEWORK:</i>	60%
<i>CHAPTER QUIZZES:</i>	15%
<i>FINAL EXAM:</i>	15%
<i>CLASS PARTICIPATION:</i>	10%

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

### **ACCESSING YOUR PROGRESS GRADES**

Progress grades will be available via Canvas throughout the semester.

### **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.
- If you are caught cheating on an assignment, everyone involved will receive zero points on that assignment. Cheating, in this class, is handing in the same assignment as another student as if it was your own.
- **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

**IMPORTANT! PLEASE READ:  
Syllabus Receipt and Acknowledgment**

**Please submit response via Canvas  
(*syllabus assignment*) acknowledging  
that you have read and understand the  
entire course syllabus.**