OST222 COURSE OUTLINE

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<th>Course Number</th>
<th>Course Title</th>
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<td>OST222</td>
<td>Current Trends in Office Administration</td>
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Part of Business Practice Firm (BUS296) Co- or Pre-requisite OST111, OST219 (or equivalent skill level) Hours: Lecture/Lab 2/4

Catalog description:
Comprehensive coverage of all facets of administrative assistant responsibilities, including travel and conference planning, time and stress management, handling incoming and outgoing communications, e-mail, international protocol. This course will also focus on professional image building and career advancement. Use of the Internet will be integrated throughout the course.

Required texts/other materials:
Class handouts, classroom and internet resources.

Revision date: Fall 2016

Course coordinator: Professor Kristen Callahan
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Course goals:
The student will be able to:
- apply and integrate the fundamental concepts learned in Outlook 2003.
- open an account in Yahoo and demonstrate proficiency in e-mailing.
- understand and analyze their role in the structure of business organizations.
- use interpersonal skills to develop effective working relationships and function as a member of the office team.
- comprehend and describe the impact of office technology on office procedures performed by office workers.
- manage their work and time effectively.
- schedule appointments, set up meetings and maintain records.
- transcribe tapes dealing with various companies and organizations.

Course-specific General Education goals and objectives.

Gen Ed Mission:
- Students will learn how to integrate their learning into a lifelong process of understanding themselves, others, and the world of business.
- Students will demonstrate competency in critical thinking in various job situations.

Communication:
- Students will communicate effectively in speaking, writing, and using the computer to transmit information.
- Students will be able to comprehend and evaluate what they read, hear and see.

Critical thinking and Information Literacy:
• Students will use critical thinking and problem solving skills in analyzing information gathered through the Internet, class discussions, and textbooks.
• Students will be able to demonstrate an understanding of the principles of international protocol.

Ethical Dimension:
• Students will be able to determine what is ethical and proper business behavior in any corporate office.
• Students will recognize, analyze and assess ethical issues and situations.

Diversity and Global Perspective:
• Students will analyze the implications of commonalities and differences among culturally diverse peoples.
• Students will link cultural practices and perspectives as it relates to the world of business.

Units of study in detail.

Unit I  Your Working Environment
The student will be able to...
• Explain the role of the office support staff.
• Explain the concept of organizational structure.
• Explain and discuss the changes and challenges in the office setting.
• Describe your role in forming the image of the organization.
• Discuss the desirable attitudes and traits that contribute positively to communicating with others.
• Analyze and describe human relations factors necessary to work in an international environment.
• Manage your work and time schedule as you complete various assignments.
• Distinguish between effectiveness and efficiency in managing work schedules.
• Apply concepts learned to manage and cope with stress.
• Create a Portfolio chapter by chapter.

Unit II  Digital Communication
The student will be able to...
• Set up email accounts.
• Use search engines to locate various programs and information given key words.
• Use search engines to search specific topics and summarize your findings.
• Use email to send and receive electronic mail.
• Use email to organize contacts.

Unit III  Processing Information
The student will be able to...
• Understand the basic components of computers.
• Understand the role of ergonomics in the work place
• Prepare routine communications for distribution.
• Use proofreading techniques to create final documents.
• Follow e-mail etiquette guidelines.
• Handle incoming mail and process outgoing mail.
• Locate files by using the File Management System.

Unit IV  Technology
The student will be able to...
• Become familiar with the technology tools.
• Share documents using proper format.
• Proofread and revise documents before submitting so that they can be shared.
Unit V Working with the Practice Firm

The student will be able to…

- Understand the procedures for handling financial tasks in an automated office.
- Identify and understand the use of a certified check, official check, bank draft, bank money order and traveler’s check.
- Keep and inventory of supplies and order supplies as needed.
- Schedule and confirm appointments for one or more managers.
- Greet and direct visitors.
- Be effective in a multicultural setting.
- Make travel arrangements.
- Identify types of services and information sources needed to make domestic and international travel arrangements.
- Develop an overall trip plan
- Access the Official online Guide Electronic Edition Service (EETS) to check fares and availability, accommodations, restaurants, and weather forecasts.
- Plan meetings and conferences.
- Prepare a checklist of activities to be done before, during, and after the meeting.
- Identify the most common forms of electronic meetings.
- Identify the additional responsibilities required to plan an international meeting.
- Use the telephone and voicemail efficiently.
- Find information in a telephone directory or on the Internet.
- Handle incoming and outgoing calls in a professional manner.
- Place domestic and international long-distance calls using cost-effective and efficient methods.
- Use effective voice mail etiquette.
- Identify key points about voice recognition technology.
- Prepare for your job search
- Prepare and construct a resume
- Prepare and create a cover letter.
- Prepare for a job interview
- Conduct an interview
- Prepare follow-up correspondence related to a job interview.

Evaluation of student learning:

Employee appraisal form (Teacher Evaluation) \hspace{1cm} 25%
Practice Firm Performance Portfolio (Teacher Evaluation) \hspace{1cm} 35%
Class Attendance \hspace{1cm} 15%
Peer Evaluation \hspace{1cm} 5%
Summative Project-Evaluation Analysis of the Business \hspace{1cm} 5%
Individual and/or team presentation (topic determined by instructor) \hspace{1cm} 15%

Attendance Policy

Five-point deduction (of possible 15) for each missed class.
Three-point deduction for late arrival (more than 15 minutes).

Academic Integrity Statement:

Mercer County Community College is committed to Academic Integrity – the honest, fair and continuing pursuit of knowledge, free from fraud or deception. This implies that students are expected to be responsible for their own work, and that faculty and academic support services staff members will take reasonable precautions to prevent the opportunity for academic dishonesty. The college recognizes the following general categories of violations of Academic Integrity, with representative examples of each. Academic Integrity is violated whenever a student:
A. Uses or obtains unauthorized assistance in any academic work.
• copying from another student's exam.
• using notes, books, electronic devices or other aids of any kind during an exam when prohibited.
• stealing an exam or possessing a stolen copy of an exam.

B. Gives fraudulent assistance to another student.
• completing a graded academic activity or taking an exam for someone else.
• giving answers to or sharing answers with another student before, during or after an exam or other graded academic activity.
• sharing answers during an exam by using a system of signals.

C. Knowingly represents the work of others as his/her own, or represents previously completed academic work as current.
• submitting a paper or other academic work for credit which includes words, ideas, data or creative work of others without acknowledging the source.
• using another author’s words without enclosing them in quotation marks, without paraphrasing them or without citing the source appropriately.
• presenting another individual's work as one's own.
• submitting the same paper or academic assignment to another class without the permission of the instructor.
• falsifying bibliographic entries.
• submitting any academic assignment which contains falsified or fabricated data or results.

D. Inappropriately or unethically uses technological means to gain academic advantage.
• inappropriately or unethically acquiring material via the Internet or by any other means.
• using any electronic or hidden devices for communication during an exam.

Office of Special Services: If you have any condition, such as a physical or learning disability, which will make it difficult for you to carry out the work as outlined, or which will require academic accommodations, please notify your instructor at the start of the semester. Any student who has special needs because of a disability is entitled to receive accommodations. Eligible students at Mercer County Community College are assured services under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. If you believe you are eligible for services, please contact the Director of Academic Support Services at (609) 570-3525.