Course Syllabus

Department: Business

Date: 9/12

I. Course Prefix and Number: OFT 247

   Course Name: Office Procedures I

   Credit Hours and Contact Hours: 3 credit hours, 4 contact hours

   Catalog Description including pre- and co-requisites: supporting data required for grade prerequisite of 'C' or higher.

   This is a course which provides preparation for the administrative business office. This course includes techniques and topics such as the work environment, communication skills, computer hardware and software, records management, ethics, business documents, mail handling, and office machines.

   Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:

   This course is required for students matriculated in the A.A.S. Administrative Assistant degree and the Office Technologies certificate programs.

II. Course Student Learning Outcomes: State the student learning outcome(s) for the course (e.g. Student will be able to identify...)

   Student will:
   1. Demonstrate communication skills needed by an administrative assistant.
   2. Demonstrate knowledge of records management systems.
   3. Troubleshoot hardware/software problems.
   4. Identify the procedure for handling mail.
   5. Practice ethical behavior exhibited in business today.
   6. Utilize various types of office machines.
   7. Perform Internet research.
   8. Apply proofreading techniques.

   College Learning Outcomes Addressed by the Course: (check each College Learning Outcome addressed by the Student Learning Outcomes)

   X writing  X computer literacy
   X oral communications  X ethics/values
   X reading  □ citizenship
   □ mathematics  □ global concerns
   X critical thinking  X information resources
III. Assessment Measures (Summarize how the college and student learning outcomes will be assessed): For each identified outcome checked, please provide the specific assessment measure.

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>eg: writing</td>
<td>eg: student will complete a research paper</td>
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<tr>
<td>Writing, reading</td>
<td>Assignments and exam assess writing and reading.</td>
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<tr>
<td>Oral communications</td>
<td>An oral presentation and discussions assess oral communications.</td>
</tr>
<tr>
<td>Critical thinking</td>
<td>Case studies assess critical thinking.</td>
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<tr>
<td>Computer literacy</td>
<td>Assignments assess computer literacy.</td>
</tr>
<tr>
<td>Ethics/values</td>
<td>Assignments, discussions, and an exam assess ethics/values.</td>
</tr>
<tr>
<td>Information resources</td>
<td>Assignments assess information resources</td>
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IV. Instructional Materials and Methods

Types of Course Materials:

Textbook(s)

Methods of Instruction (e.g. Lecture, Lab, Seminar …):

Lectures
Discussions
In-class activities

V. General Outline of Topics Covered:
1. The work environment
2. Communication skills for a diverse environment
3. Computer hardware and software
4. Ethical behavior
5. Letters, memos, reports
6. Mail and workplace copiers
7. Records management
8. Internet search applicable to office support personnel
9. Proofreading