Course Syllabus

Department: Business
Date: 9/12

I. Course Prefix and Number: OFT 248

   Course Name: Office Procedures II

   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.

   A continuation of OFT 247. Course content includes telework, telecommunications, time management, business presentations, travel arrangements, meetings and conferences, telephone efficiency, leadership skills, and planning your career path. OFT 248 may be taken before OFT 247.

   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…)

   Students will:
   1. Identify the aspects of telecommuting.
   2. Demonstrate knowledge of the electronic transmission of text, data, voice, video, and image from one location to another.
   3. Utilize proper telephone etiquette and telephone systems.
   4. Identify the basics of managing stress and time management.
   5. Identify the principles for handling workplace visitors.
   6. Utilize a calculator to complete mathematic problems.
   7. Prepare business presentations.
   8. Complete Internet research.
   9. Be knowledgeable with handling all aspects of international and domestic travel and be able to prepare itineraries.
   10. Illustrate arranging meetings and conferences.
   11. Perform the activities involved with the job search and succeed in a job.
   12. Demonstrate knowledge in leadership skills and conflict resolution in today’s office.
   13. Practice office operations through the required 30-hour practicum experience.
College Learning Outcomes Addressed by the Course: (check each College Learning Outcome addressed by the Student Learning Outcomes)

- X writing
- X oral communications
- X reading
- X mathematics
- X critical thinking
- X computer literacy
- ethics/values
- citizenship
- global concerns
- 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>
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</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, exams, and the practicum assess writing and reading.</td>
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<tr>
<td>Oral communications, critical thinking</td>
<td>Discussions, a PowerPoint presentation, and the practicum assess oral communication and critical thinking.</td>
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<tr>
<td>Mathematics</td>
<td>In-class activities assess mathematic functions performed on a calculator.</td>
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<tr>
<td>Computer literacy</td>
<td>A PowerPoint presentation, assignments, and the practicum assess computer literacy.</td>
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<tr>
<td>Information resources</td>
<td>A PowerPoint presentation and 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:

The following represents the various topics to be covered in the course:

1. Telework and its advantages for the company and the worker
2. Hardware and software dealing with telecommunication devices
3. Proper telephone technique and use of various types of telephone systems
4. Dealing with stress and time management
5. Handling workplace visitors
6. Use of the calculator and/or computer to calculate statistical information used in offices today
7. Use of PowerPoint to create an effective business presentation
8. Internet search applicable to office support personnel
9. Handling all aspects of domestic and international travel arrangements
10. Prepare an itinerary and expense report
11. Planning, organizing, and facilitating productive meetings
12. Managing conflict
13. Identifying a job, applying for that job, and what it takes to succeed at the job
14. Understanding important aspects of leadership skills