

COURSE INFORMATION

Course Title:	Office Systems and Procedures
Course Prefix/No:	AOT 143
Lec Hrs/Week:	3 .0
Lab Hrs/Week	0.0
Credit Hrs/Semester:	3.0

DL ATTENDANCE/VA STATEMENT TEXTBOOK INFORMATION

COURSE DESCRIPTION

This course emphasizes procedures and applications used in the office environment.

COURSE COMPETENCIES

Upon the successful completion of this course, students will be able to perform the following:

Module 1: Looking at Today and Tomorrow's Workplace

- Identify the tasks and responsibilities, personality traits, and job attitudes of the office professional.
- Maintain professional appearance through personal hygiene, grooming, and dress.
- Identify the diverse environment of the office in the 21st Century.
- List strategies to adapt to change in the workplace.
- Define the organization's structure, regulations for safety and security, and policies for handling emergencies in the office.
- Evaluate ergonomic components in an office.
- Explore the importance of ethical behavior, business etiquette, and privacy of others.
- Demonstrate fairness and equality in working relationships.
- Demonstrate leadership, teamwork, and ability to get along.

Module 2: Managing Records and Office Finances

- Explore the importance of records technology and management.
- Create and maintain electronic and hard copy files.
- Outline steps, rules, and procedures for managing records through filing.
- Identify the duties in managing money, payroll, and investment documents.

Module 3: Coordinating Business Meetings and Travel

- Organize time and work, keep appointment records, and set priorities.
- Plan for meetings, conferences, and company social events.
- Develop travel plans and arrangements.
- Make purchasing arrangements.
- Compose mailable documents using appropriate format and language art skills.
- Demonstrate the ability to take initiative and assume responsibility.
- Greet, screen and direct callers and visitors.
- Develop effective oral, written, and PowerPoint presentations.
- Schedule appointments, meetings, and conference calls.
- Exhibit ability to give and receive instructions.
- Demonstrate willingness to acquire proficiency on company utilized software.

COURSE REQUIREMENTS

Student Conduct

The policies stated in the *York Technical College Handbook* will be enforced. “The college reserves the right to decline admission, to suspend, or to require the withdrawal of anyone whose conduct is disruptive to the educational process. Any student caught cheating or involved in any other academic dishonesty will be given a grade of zero and will be subject to further disciplinary action.”

Attendance

The attendance policy as stated in the *York Technical College Handbook* will be enforced. A student arriving more than ten minutes late to class may be considered absent. Attendance is required on test days unless the student has a doctor's excuse, etc., indicating an unusual circumstance for the absence. If a student must be absent on a test day, the student should make arrangements with the instructor to take the test before the absence.

METHOD OF INSTRUCTION

This is a lecture-based course for procedures and applications used in the office environment. Selected laboratory time will be provided to aid in the completion of office applications.

This course is divided into three modules. Modules must be completed in sequence. Students may exempt any of the three modules by completing the module test with a score of a least 80 percent on the exam.

EVALUATION STRATEGIES/GRADING

Each module is one-third of the final grade. The final grade will be based on the average of the three modules.

Modules	Module Percent (%)	Grade
Module 1		
Tests	48	
Office applications	33	
Vocabulary and word drills	9	
Appearance	5	
Classroom participation	5	
Module 1 Average (33% of final grade)		
Module 2		
Tests	48	
Office applications	33	
Vocabulary and word drills	9	
Appearance	5	
Classroom participation	5	
Module 2 Average (33% of final grade)		
Module 3		
Tests	48	
Office applications	33	
Vocabulary and word drills	9	
Appearance	5	
Classroom participation	5	
Module 3 Average (33% of final grade)		
Final Grade		

Appearance and Classroom Participation

You are expected to project a professional appearance. You should be dressed appropriately for the office on each Wednesday (MWF classes) or Tuesday (TTh classes). Five percent of the final grade will be based on appearance and five percent on your participation in classroom activities. Distance learning students may earn the appearance points by completing an exercise on business dress.

Final grades will be based on the following scale:

- A** 90-100
- B** 80-89
- C** 70-79
- D** 60-69
- F** Below 60

ENTRY-LEVEL SKILLS: Keyboarding
PREREQUISITES: AOST 105 or keyboarding skills
CO-REQUISITES: None

Effective: FA2005