

**MAYLAND COMMUNITY COLLEGE
Welcomes You To:**

**OST 181 Section 10
Introduction to Office Systems
Number of Credit Hours - 3
Number of Contact Hours - 4**

Fall 2007

Course Description

This course introduces the skills and abilities needed in today's office. Topics include effectively interacting with co-workers and the public, processing simple financial and informational documents, and performing functions typical of today's offices. Upon completion, students should be able to display skills and decision-making abilities essential for functioning in the total office context.

Prerequisites: None

Corequisites: None

Instructor Information

Instructor: Rhia Crawford
Office Location: Sam Center Room P223 (Inside Faculty Lounge)
Telephone Number: 828-765-7351 Ext. 331
E-mail Address: rcrawford@mayland.edu
Office Hours: Posted and by appointment

Course Information

This course meets MW 10-11:50 in Room P210 in the Sam Center.

Delayed Schedule: **11:30-12:50**

VI. Required Text(s): Fulton-Calkins, The Administrative Professional: Technology and Procedures, 13th edition, South-Western Publishing Co., 2007.

Course Objectives/Competencies:

1. Upon completion of this course, the student will be familiar with the ever-changing work environment.
2. The student will be more knowledgeable of the communication skills needed for a diverse work environment
3. The student will have a working knowledge of office procedures used today.

4. The student will be informed on how to deal with stress, anger, and time management.
5. The student will study ethical behavior and will be better equipped to handle a variety of office situations.

Attendance Policy/Tardiness/Make-Up Work:

You will be given 3.125 points for each class session you are in attendance. At the end of the semester, these points will be totaled and recorded as a test grade.

All exams will be announced at least one week in advance. If for some emergency reason you are not able to take an exam at the scheduled date and time, you must notify me **PRIOR** to the scheduled time of the exam in order to take a make-up exam. If you do not notify me, you will **not** be allowed to make up the exam. You can notify me by telephone or e-mail. Please leave a message on my machine if I am not in my office.

All other assignments will have due dates. Five (5) points will be deducted for each school day the assignment is late.

Administrative Withdrawal Procedure: If for some reason you do not attend class for four sessions in a row without contacting me, I will automatically administer a withdrawal to drop you from the class. If this happens, you will **NOT** be allowed to re-enter the class this semester. I will not drop you if I have been in contact with you.

Grading Criteria/Tests/Projects:

There will be announced tests as the material warrants. I anticipate four Exams, but that could change depending on the material covered. There may also be chapter assignments throughout the semester. All assignments will be averaged together and that grade will be recorded as a test grade. At the end of the semester, all test grades, including the attendance grade, will be averaged to determine final grade.

All grades will be posted on LEO. I will also use the LEO e-mail to contact you in case of class dismissal, class announcements, etc.

Grading Scale:

- A** = 94-100
- B** = 86-93
- C** = 77-85
- D** = 70-76
- F** = Below 70

Inclement Weather Procedures:

Please listen to local radio and television stations for details outlining the college's procedures. You can also check LEO for class delays and cancellations. Decisions are made as early as possible and we all know that the weather can change quickly causing last minute decisions in the announcements. If you have questions, call the college for a recorded message regarding closings or delays. Use your own judgment; never risk your life or someone else's life to attend class.

Academic Standards/Student Expectations/Ethics: Please take your classes seriously. My goal is for you to get the highest quality education possible and I hope your goal is the same. Please be conscientious and do your own work. You will be in competition with the other students in your classes for jobs and must be able to stand on your own.

Withdrawal Dates for Fall 2007

End of Unconditional Withdrawal	Tuesday, September 25
End of Conditional Withdrawal	Thursday, November 1

Any student requesting special accommodations for this course due to a disability should apply for services through the SOAR Office or the Counseling Center, which will document the disability. A counselor will then help determine which accommodations, if any, the student needs for success in this course.

Course Outline/Weekly Topics

Week	Topic
Week 1 -- August 20-24	Syllabus, Chapter 1
Week 2 – August 27-31	Chapter 2
Week 3 – September 4-7	Chapter 3
Week 4 – September 10-14	Exam I, Chapter 4
Week 5 – September 17-21	Chapter 5
Week 6 – September 24-28	Chapter 8
Week 7 – October 1-5	Exam II, Chapter 9
Week 8 – October 15-19	Chapter 10
Week 9 – October 22-26	Exam III, Chapter 11
Week 10 – October 29-November 2	Chapter 11, Chapter 12
Week 11 – November 5-8	Chapter 12, Chapter 13
Week 12 – November 12-16	Chapter 13
Week 13 – November 19-23	Exam III
Week 14 – November 26-30	Chapter 14
Week 15 – December 3-7	Chapter 15
Week 16 – December 10-14	Exam IV