COT 240 Executive Office Procedures 1001 - 3 Credits
Fall 2015

Please read completely through this syllabus and print it for future reference.

Instructor: Cindy Hyslop
E-mail: Use WebCampus email.
Office: High Tech Center - Room 132 – 775-753-2307 (voice mail)
Date: August 31 - December 18

Textbook Information: Procedures & Theory for Administrative Professionals, 7th Edition
Karin Stulz - Northern Michigan University, Kellie A. Shumack, Ph.D. - Auburn University, Montgomery
Patsy Fulton-Calkins - University of North Texas
480 Pages Hardcover ©2013 Published

Procedures & Theory for Administrative Professionals, 7e, emphasizes the skills you need to meet the challenges of the constantly changing workforce. The text discusses the importance of developing an effective professional image, appropriate self-management, and the importance of working successfully in teams. The textbook stresses development of essential administrative professional skills including written and verbal communications, global communications, paper and electronic records management, personal finance and investment strategies, event planning, travel arrangements, workplace mail and copying, and job search and advancement. Emphasis is also placed on the development of soft skills such as etiquette, self-management, teamwork, ethics, leadership, and customer service.

Software: For this class you need to have access to Microsoft Word and Excel and PowerPoint. This software is available for students to use in GBC campus computer labs; you can also purchase the software at an academic discount through the Follett bookstore on the Elko campus (775/753-2270), or you can purchase through other means such as a retail store or another online store.

Great Basin College catalog course description: COT 240 Executive Office Procedures (3 credits)
Introduces skills and knowledge to meet the challenges of the electronic office. Topics include public relations, written and oral communications, telephone techniques, travel and conference arrangements, records management, meeting planning, and job-seeking/selection.

Student Responsibilities:
- Be able to access the class website through WebCampus.
- Have and maintain Internet access throughout the semester.
- Have and maintain access to all software used in the class throughout the semester.
- If you have computer or Internet problems you must find some alternative solution:
  o GBC computer lab, Library, or friend is a few suggestions
- Have and maintain a virus-free computer throughout the semester.
- Have knowledge of Windows and file handling.
An important note about online classes:
- Do not assume that online classes are easier than traditional "face-to-face" classes.
- Online classes can actually be more difficult than traditional classes.
- They require constant motivation and self-direction on the part of the student.
- You are responsible for reading, studying, asking questions, completing assignments, being organized, and staying on schedule.

Learning Outcomes & Assessments:
On completion of this exercise you will be able to:

- Increased knowledge of the workplace environment. (a/b/c/d)
- Identify the personal qualities, skills, and technical knowledge required in the successful pursuit and fulfillment of the administrative professional role. (a/b/c/d)
- Continue to develop soft skills; e.g., human relations, communication, critical thinking, personal management, and continual learning. (a/b/c/d)

These goals will be measured using a combination of:
- a. Turn in completed assignments solving business-oriented problems.
- b. Completing book related assignments
- c. Take quizzes
- d. Discussions

Course Objectives:
This course emphasizes professional office skills, especially in oral/written communication, computer applications, and records management.

Course Outline:
1. The Workplace - Constantly Changing.
2. Your Professional Image.
3. Workplace Teams.
5. Ethical Theories and Behaviors.
8. Written Communication.
15. Travel Arrangements.
16. Workplace Mail and Copying.
17. Job Search and Advancement.
Chapter 1 -
1. Identify changes that are occurring in the workplace.
2. Define common types of businesses and organizational structures.
3. Explain crucial skills and qualities of an effective administrative professional.

Chapter 2
1. Describe the characteristics that contribute to a positive professional image.
2. Identify the components of a professional appearance.
3. Understand the conventions of business etiquette.

Chapter 3
1. Develop an understanding of teamwork.
2. Develop an understanding of workplace team composition.
3. Understand the value of working with diverse people.
4. Describe the characteristics of effective workplace teams.
5. Discuss productive team communication.

Chapter 4
1. Apply appropriate techniques for managing yourself in the work environment.
2. Understand and apply appropriate techniques for managing stress.
3. Describe strategies for managing your work.

Chapter 5
1. Understand the basics of ethics and consider the importance of ethical behavior in the workplace.
2. Identify characteristics of an ethical organization.
3. Develop a framework for making ethical decisions.
4. Identify characteristics of an ethical administrative professional.

Chapter 6
1. Define and discuss leadership, leadership theories, leadership styles, and leadership traits.
2. Describe the qualities and strategies of an administrative professional who is an effective leader.

Chapter 7
1. Define customer service and the importance of an organization’s commitment to customer service.
2. Develop skills for providing effective customer service.
3. Strategies for delivering effective customer service and difficult customers.

Chapter 8
1. Prepare effective written communications using the “C” characteristics.
2. Use a writing process to create effective written messages.
3. Apply appropriate guidelines for writing e-mail, memos, letters, and reports.

Chapter 9
1. Identify elements of effective verbal communication.
2. Examine elements of nonverbal communication.
3. Describe effective techniques for telephone communication.
4. Prepare and demonstrate an effective presentation.
Chapter 10
1. Understand how people communicate globally.
2. Identify technology issues that impact the business environment.
3. Examine technology etiquette for the administrative professional.

Chapter 11
1. Understand the importance of managing records.
2. Describe the considerations in managing paper records.
3. Apply the alphabetic filing rules.
4. Describe the types of records storage systems.

Chapter 12 - a/b/c/d
1. Understand systems to manage electronic, microfilm, and image files.
2. Describe records categories and the processes for records retention, transfer, and disposal.

Chapter 13
1. Identify the purpose and steps for financial planning and budgeting.
2. Understand investing for retirement and future wealth.
3. Identify payroll taxes and optional payroll deductions.
4. Describe the costs and benefits of credit.
5. Understand and prepare organizational financial statements.

Chapter 14
1. Describe the variety of meeting types and delivery formats.
2. Describe meeting roles and responsibilities of executives, leaders, administrative professionals, and participants.
3. Identify considerations for an effective conference or convention.

Chapter 15
1. Understand how to make domestic travel arrangements.
2. Understand how to make international travel arrangements.
3. Implement organizational travel procedures.

Chapter 16
1. Process incoming and outgoing mail.
2. Understand appropriate use and features of copiers, shredders, and fax machines.

Chapter 17
1. Evaluate your skills, abilities, and interests.
2. Determine your job search plan.
3. Prepare employment documents.
4. Interview successfully.
5. Develop skills for job advancement and job changes.
Student Contributions:
Each student will spend three to five hours per week preparing for class.
Participation is critical to student success in this class.

If you read, highlight, and summarize information from the text and make notes in the text margins, you will spend your study time efficiently and will be able to participate effectively as a class member.

Your contribution includes the following:
1. Be punctual in submitting assignments.
2. Read the text.
3. Complete assignments.
4. Participate discussions.
5. Complete quizzes
6. Final Project

**If plagiarism happens you will receive an "F" for the class. All work has to be written in your own words. This includes assignments, discussions and projects.**

Plagiarism

Plagiarism is presenting someone else’s words, ideas, or data as one’s own. When a student submits work that includes the words, ideas, or data of others, the source of that information must be acknowledged through complete, accurate, and specific references, and if verbatim statements are included, through quotation marks as well. In academically honest writing or speaking, the student will acknowledge the source whenever:

- Another person’s actual words are quoted.
- Another person’s idea, opinion, or theory is used, even if it is completely paraphrased in the student’s own words.
- Facts, statistics, or other illustrative materials are borrowed, unless the information is common knowledge.

A nationally recognized plagiarism software may be used to check students work.

Assignments - Worth 60% of your Grade:

Standard rubric for scheduled assignments:

1. Standard grammar, punctuation, spelling (10%)
2. Professional appearance and formatting (20%)
3. Clear, concise, accurate content (70%)
4. When completing assignments make sure you answer in complete sentences.

- Assignments are only available through the Modules area.
- All assignments will be attached to the corresponding assignment in the Modules area.
- Save WebCampus emails and graded work.
- Assignments have to be turned in by due date and cannot be made up if missed.
- Microsoft Word (not Works) has to be used for all word processing assignments.
- Microsoft Excel has to be used for all spreadsheet assignments.
- All assignments must be typed accurately, but not necessarily quickly.
- You will use Microsoft Word, Excel, PowerPoint, and the Internet.
- Proofread each paper before handing it in! Accuracy, correct formatting, and superior appearance of work count toward success on the job.
- Check WebCampus at least twice week.
**About The Assignments Area:**

The Assignments links are available through Home/Modules only. Assignment links are available until their due dates and times. Your graded assignments could have brief comments from me in the Comments area with each attached graded assignment.

**Academic Integrity Policy:**

Academic dishonesty is defined as an act of deception in which a student claims credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work. Academic dishonesty is a violation of the GBC Student Code of Conduct and will not be tolerated in this class. Any evidence of academic dishonesty/plagiarism in this course will result in a failing grade on the assignment and/or a failing grade for the course. Appropriate institutional consequences will also be employed if necessary such as academic probation or suspension. This is a very critical offense. If you are ever uncertain about your use of another person’s work (ideas, language, data, etc.) you must come to see me about it.

**Acts of academic dishonesty include, but are not limited to the following:**

- **CHEATING** – unauthorized copying or collaborating on a test or assignment, or the use or attempted use of unauthorized materials.
- **TAMPERING** – altering or interfering with evaluation instruments and/or documents.
- **FABRICATION** – falsifying experimental data or results, inventing research or laboratory data on results for work not done, or falsely claiming sources not used.
- **PLAGIARISM** – representing someone else’s words, ideas, artistry, or data as one’s own, including copying another person’s work (including published and unpublished material, and material from the Internet) without appropriate referencing, presenting someone else’s opinions and theories as one’s own, or working jointly on a project, then submitting it as one’s own. (I have a computer program that will search your words on the Internet . . . so do not make the choice to plagiarize).

**Discussion Topics (15% of grade):**

You get to the Discussions on the left-hand-side of WebCampus under Home/Modules. Once a Discussions topic's due date and time has passed, the topic link will no longer be available.

**Online discussions are a major component of learning in the online world.**

- You will have approximately ten discussions.
- There are two separate due dates:
  - One for responding to instructors question
  - Second for responding to students post
- You have to post your discussion before seeing other students posting.
- Each discussion is worth 100 pts.
- Respond to ALL parts of the question to earn the maximum number of points.
- Responses should be thoughtful, concise, and in your own words.
- Correct grammar, capitalization, spelling, and sentence structure are expected.
- Responses should not be in the format of a Yahoo chat room or a casual email to a friend. COT 240 is a college-level class taking place in an academic environment.
- Abusive language and profanity is considered disruptive and unprofessional student conduct that will lead to a reduction of points and/or removal from class.
• Responses maybe randomly selected and run through plagiarism detection software.
• Contact the instructor immediately if you suspect that your discussion response has been copied or if you receive class communications that are not appropriate.
• Use appropriate net etiquette. Flaming is not appropriate and is defined as e-mail responses that are considered hostile and as a personal attack.
• Flaming occurs when two or more individuals engage in responses that escalate, thus limiting and disrupting the discussion by the rest of the class.
• Topics will be posted under the Discussions link on the left-hand-side menu in WebCampus.
• If you have any questions concerning the discussion questions, please contact me through WebCampus email.

Weekly Chapter Quizzes - Worth 15% of your grade:

How Chapter Quizzes Work?

• Assessments (quizzes) are under Home/Modules Only.
• Check the Due Dates for quizzes.
• One hour is allowed from start time for each chapter quiz
• Chapter quizzes are each worth 100 Points each
• All quizzes are due no later than the date listed by midnight - no late quizzes will be allowed.
• Approximately twenty questions in each quiz - Multiple Choice - True/False.
• All quizzes will be timed and taken through WebCampus - I do not give makeup quizzes.

Projects - Worth 10% of your grade:

• Projects are only available through the Home/Modules area.
• All projects will be attached to the corresponding assignment under Home/ Modules area.
• Save WebCampus emails and graded work.
• You will have approximately five projects.

Grade of Incomplete:
The instructor shall not employ the use of and shall not issue the grade of “I”, a grade of incomplete, in this course.

Class Email:
Checking the Class E-mail:
I will be sending messages during the semester reminding students about due dates.
Asking questions when things don't make sense: ask me or other students through WebCampus email or Discussions Board.

Student Drop Deadlines:
For this particular course offering the drop deadline date to receive a “W” is November 2. It is your responsibility to complete the withdrawal form. If you do not complete the course and do not formally withdraw by the drop deadline, your instructor will have no choice but to assign you a grade of “F” or graded you earned.
Grading:

<table>
<thead>
<tr>
<th>Assignments</th>
<th>60%</th>
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<tr>
<td>Standard rubric for scheduled assignments:</td>
<td></td>
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<tr>
<td>• Standard grammar, punctuation, spelling (10%)</td>
<td></td>
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<tr>
<td>• Professional appearance and formatting (20%)</td>
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<tr>
<td>• Clear, concise, accurate content (70%)</td>
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<table>
<thead>
<tr>
<th>Discussions</th>
<th>15%</th>
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<table>
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<tr>
<th>Weekly Chapter Quizzes</th>
<th>15%</th>
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<tr>
<th>Projects</th>
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</table>
This class will be for a letter grade. This class is intensive and requires attendance and work to be completed each week.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Letter Grade</th>
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<tbody>
<tr>
<td>94-100</td>
<td>A</td>
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<tr>
<td>90-93</td>
<td>A-</td>
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<td>87-89</td>
<td>B+</td>
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<td>83-86</td>
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<td>80-82</td>
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<td>77-79</td>
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<td>73-76</td>
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<td>70-72</td>
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<td>63-66</td>
<td>D</td>
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<td>60-62</td>
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<td>&lt;60</td>
<td>F or less or</td>
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<td>W=Official Withdrawal if done before the withdrawal deadline. There is no curve in this grading scale.</td>
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To determine your final course grade, all assignment grades will be calculated on a percentage scale and then recorded as the corresponding grade point value and letter grade as shown above. If two or more students turn in the same assignment or collaborate on a test, punitive measures as described in the Rules and Disciplinary Procedures for Members of the University Community will be enforced.
The following shows my normal office hours and class schedule for the Fall 2015 semester. During the listed office hours I am available for walk-ins to meet with students. Appointments at other times can be arranged. You are welcome to call me at my office, 753-2307, email me at cindy.hyslop@gbcnv.edu, online classes through WebCampus email only.

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<th>Monday</th>
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<tr>
<td>8:00 – 11:30</td>
<td>Office Hours 8:30 – 11:00</td>
<td>Office Hours 8:30 – 11:00</td>
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<td>Meetings</td>
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- CIT 201 – Intermediate Word – Online (8 week class – 2nd half of semester.
- IS 101 - Information Systems - Online
- IS 201 – MS Office – Computer Applications
- IS 301 – Management Information Systems
- COT 240 – Professional Office Procedures
- MCOD - Medical Coding and Billing – Online
- Department Chair