

AOT 143 Office Systems and Procedures

Information Systems Technology Department



Semester:

Catalog Course Description:	This course emphasizes procedures and applications used in the office environment.
Prerequisite(s):	AOT 105 or keyboard placement test, ESL 100 or RDG 100
Credit Hours:	3.0
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Textbook(s):	<p><u><i>Procedures & Theory for Administrative Professionals</i></u> by: Fulton-Calkins and Stulz. 2009. Thomson South-Western. ISBN#: 0-538-73052-8.</p> <p><u><i>Workbook: Procedures & Theory for Administrative Professionals</i></u> 6th edition, by: Fulton-Calkins. 2008. Thomson South-Western. ISBN#: 0-538-73053-6.</p>

Course Objectives: Upon completion of this course, the student will be able to:

1. Explain the features of today's automated office.
2. Describe the characteristics of a successful office professional.
3. Develop and use proper telephone techniques.
4. Explain the impact of telecommunications in today's office.
5. Identify and describe the various methods by which information is printed, reproduced, communicated, distributed, stored, retrieved, and maintained in the business office.
6. Identify mail classifications and mail services.
7. Define the responsibilities of the office professional for meetings and conferences.
8. Describe the duties involved in making travel arrangements and preparing itineraries.

Course Outcomes and Competencies:

Intended Course Outcome:

Students will demonstrate critical thinking and organizational skills.

Course Competency:

Students will use critical thinking and organizational skills in handling a five-day simulated office activity that provides enough information to perform the job while at the same time requires thinking through each situation.

Performance Measurement Instrument:

Students will use critical thinking and organizational skills in handling a five-day simulated office activity that

Course Requirements: To be announced by instructor.

Course Grading: To be announced by instructor.

Grading Scale:	94-100	A	Superior Work
	87-93	B	Good Work
	78-86	C	Average Work
	0-77	F	Unsatisfactory Work

Note: Students must earn a grade of “C” or better in all the courses offered within the Information Systems Technology Department for the grade to be counted toward graduation.

Course Topic Outline/Course Calendar with Assignments: Will be provided by instructor.

PLEASE NOTE: Should change become necessary, the instructor reserves the right to adjust the requirements, pace, or scheduling of this course. Any change will be announced in class before it becomes effective.



College Policies

Students are expected to read the student handbook and abide by its policies. Copies of the handbook may be obtained at various locations on campus and is located on the web:

<http://www.midlandstech.edu/planner/>

Academic Dishonesty: The Student Code addresses what constitutes academic dishonesty. All forms of dishonesty including, but not limited to, cheating on tests, plagiarism, collusion and falsification, will call for discipline.

CHEATING ON TESTS includes:

- Copying from another student's paper.
- Using materials during a test not authorized by the person giving the test.
- Collaborating with any other person during a test without permission.
- Knowingly obtaining, using, buying, selling, transporting, or soliciting in whole or part the contents of any un-administered test.
- Bribing any other person to obtain information about tests.
- Substituting for another student, or permitting another student to substitute for oneself.

PLAGIARISM is the appropriation of any other person's work and unacknowledged incorporation of that work in one's own work offered for credit.

Campus Emergency Protocol: Students and employees are asked to report safety concerns or suspicious activities to Campus Security at 7199 (on campus) or 738-7199 (cell phone or off campus). In the event of an emergency, employees and/or students should immediately call Campus Security or local 911. If an emergency occurs, the college will use a variety of methods to communicate additional information and instructions including the MTC Information Centers, campus loud speakers, MTC Alerts! (http://www.midlandstech.edu/Phone_Alert.htm), voice mail, email, college Intranet, and the MTC website homepage.

Inclement Weather Policy: In the event weather conditions or other emergencies cause the closing or a delayed start of Midlands Technical College, announcements will be made over local radio and TV stations, on the MTC Web site, and on the college's information line (803-738-8234). Notices will be sent to students via Campus Cruiser Mail when applicable. Separate announcements may be made for day and evening classes as weather conditions change during the day.

If the college closing or reopening means that there is at least 30 minutes of a class remaining, plan to attend that class. For example, if the college opens at 10:00 a.m. in TTH, classes that normally meet at 8:00 a.m. will not meet, but classes beginning at 9:30 a.m. will meet. If the college closes at 8:00 p.m., 6:00 p.m. classes will meet for their regular time, but 7:35 p.m. classes will not meet since there are fewer than 30 minutes remaining in class.

Student E-Mail Accounts: All MTC students are assigned a college e-mail account upon admission to the college. This account is called "Campus Cruiser Mail." Campus Cruiser Mail is the primary mode by which the college communicates with students. Students are responsible for checking their college e-mail on a regular basis for important information and announcements about registration, financial aid, cancelled classes, emergency announcements and other notices. Students can use their college e-mail accounts to communicate with faculty, staff, fellow students, and others, in support of their educational pursuits. In addition to e-mail, students will also have access to maintaining personal calendars and "tasks lists" through their Campus Cruiser e-mail account.

Student Evaluation of Instruction: Students have the opportunity to evaluate this course. The confidential evaluation process is conducted through MTC Online using the individual student's username and password. Announcements will be made during the term concerning how and when to complete the online evaluation. Students are encouraged to participate in this process.

Students Requiring Special Accommodations: If special accommodations are needed for a student with a disability, the student should go to Counseling Services on Beltline or Airport Campus for assistance. Documentation regarding a specific disability is required in order for special arrangements to be made. Confidentiality of information received will be maintained.