



AOT 234 Administrative Office Communications

Information Systems Technology

Semester:

- Catalog Course Description:** This course emphasizes communication skills necessary in the business environment. It includes composing business correspondence, developing and giving oral presentations, practicing recording and translating information using the latest technology, and developing effective communication skills.
- Prerequisite(s):** AOT 110
- Credit Hours:** 3.0
- Departmental Website:** <http://www.midlandstech.com/edu/ed/ism/cpt/>
- Telephone:** (803) 738-7776
- E-mail:** ist@midlandstech.edu
- Departmental Assistant:** Kristine Newton
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- Department Chair:** Bruce Martin
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- Program Coordinator:** Marian R. Nurse
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- Textbook(s):** *Machine Transcription and Dictation*, 5th ed., by: Ballentine, South Western Publishing, ISBN# 0-53843860-6
- The Gregg Reference Manual*, by William A. Sabin; Glencoe, 10th Edition, ISBN# 0-07-293653-03
- Equipment:** Instructor's suggested storage device
Headsets (available at the campus bookstore)
Notebook
Red and Black pens
- Course Objectives:** Upon completion of this course the student will be able to:
1. Transcribe error-free copies of required letters, memorandums, tables and reports using the latest technology.
 2. Demonstrate effective verbal and non verbal communication skills.
 3. Demonstrate the use of effective listening skills.
 4. Correctly spell a minimum of 78 percent of words on spelling tests dictated from an assigned word list.
 5. Correctly answer a minimum of 78 percent of all questions on punctuation and language use tests.
 6. Compose paragraphs utilizing the vocabulary and language skills learned.
 7. Demonstrate the use of continuous speech recognition.

Course Outcomes and Competencies:

Intended Course Outcome:

Demonstrate effective verbal and nonverbal communication skills.

Course Competency:

The student will prepare and deliver to the class a persuasive speech on a topic approved by the instructor.

Performance Measurement Instrument:

The persuasive speech will be evaluated on a standardized rubric developed by AOT faculty.

Course Attendance:

Students are expected to attend all class sessions and are responsible for class work, homework, lecture notes, reading assignments, etc., whether present or not. Record keeping for attendance purposes will begin the first day the class meets.

Students may not miss more than twice the number of days the class meets per week. After exceeding this limit, the instructor may undertake appropriate measures (e.g. withdrawing student from course).

There is no such thing as an **EXCUSED ABSENCE**. On certain occasions, circumstances may arise such as illness, personal issues, or transportation problems that prevent student from attending class. In such cases, the maximum number of absences (regardless of the reason) is still twice the number of meeting times per week. If a student must be absent, it is the student's responsibility to notify the instructor as quickly as possible of the absence and complete missed assignments as a result of the absence at the instructor's discretion. You are responsible for all material and announcements presented, whether you are present or absent.

Withdrawal: Should the maximum allowable absences be exceeded prior to midterm, a "W" will be submitted to the registrar to be recorded on the student's transcript. Should the maximum allowable absences be exceeded after midterm, a "W" will be submitted to the registrar if the student was passing the course at the time of withdrawal OR a "WF" will be submitted if the student was failing the course at the time of withdrawal.

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.



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.