

Term: Fall 2017 **August 28 – December 15, 2017**
 Course: BA 018 - Office Procedures, 3 Units
 Instructor: Theresa Hagelbarger – Mrs. H.
 Email: Hagelbarger_theresa@sac.edu
 Class Type: Traditional Classroom

Instructor's Contact Information & Office Location:

Email: hagelbarger_theresa@sac.edu
 Office Location: SAC Campus – A-107-4
 Tutoring Hours: Thursday, 4-6 PM, Room A-106, ACC (Computer Lab)
Instructor will reply within 24 hours, Monday-Friday most often.

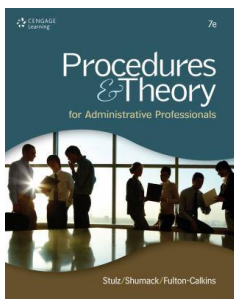
Course Description

Develop skills for the automated office including interpersonal relations, administrative support, office communication, and work management. Provides instruction in adapting to the changing office environment, including problem solving and team atmosphere.

Areas of Focus

Job Search & Advancement	Written Communication	Managing Electronic Records
Changes in the Workplace	Verbal Communication	Personal Finance & Investment
Your Professional Image	& Presentations	Strategies
Teamwork	Business Technology &	Meeting & Event Planning
Professional Behaviors	Etiquette	Travel Arrangements
Business & Personal Ethics	Records & Financial	Workplace Mail & Copying
Leadership	Management	Customer Service

Textbook Information:



Procedures & Theory for Administrative Professionals

Stulz, Karen M., Kellie A. Shumack, and Patsy J. Fulton-Calkins, 7th ed. Cincinnati: Cengage Learning, 2013. ISBN-13: 9781111575861

Remember to check online and used bookstores. I found the text book for about \$35 online and rentals were averaging \$15.

Degrees & Certificate Information:

In addition to the skills you will build, this course meets requirements for the following certificates and degrees:

- Office Management
- General Business Applications & Technology
- Digital Publishing
- Microsoft Office Professional

Course Learning Objectives:

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

Student Learning Objectives:

- **Listening & Speaking** - Students will listen/read actively to analyze the substance of others' comments.
- **Reading & Writing** - Students will read effectively and analytically and will comprehend at the college level.
- **Thinking & Reasoning** - Students will identify and analyze real or potential "problems" and develop, evaluate, and test possible solutions using creative and critical thinking, analysis and synthesis, quantitative reasoning, and/or transfer of knowledge and skills to a new context as appropriate.
- **Information Management** - Students will do research that is necessary to achieve personal, professional, and educational success. They will use print material and technology to identify research needs, seek, access, evaluate, and apply information effectively and responsibly.
- **Diversity** - Students will develop individual responsibility, personal integrity, and respect for diverse peoples and cultures of the world.
- **Civic Responsibility** - Students will take personal responsibility for becoming informed, ethical and active citizens of their community, their nation, and their world.
- **Life Skills & Careers** - Students will develop the knowledge and skills necessary to select and develop careers.

Course Site: Our course can be accessed at <http://rscdd.blackboard.com>. You may access our Blackboard (Bb) course site from home, a mobile device, or the library or the student labs at SAC. When you are officially enrolled in the class and the class has been made available to students, you will have access to our class on the college Blackboard site. The student is expected to monitor the Blackboard web site and complete all assignments in a timely manner. Students are expected to login **at least every two days**.

Communication: The primary sources of communication in this course will be through the Discussion Board (DB), by email, and course Announcements. Please be sure to have a current working email address in your Blackboard/Canvas profile. During the first class meeting, I will show you how to add your cell phone number to notifications on Canvas.

NEW – Canvas users - You may also add a cell number if you would like to receive communication via text message. Standard messaging fees apply.

Personal Issues: For questions regarding personal issues such as a grade on a specific assignment, please communicate with me via email. Emails must include our Course Section Number (e.g. 65824), your name and the subject, in the subject line. (e.g. 65824 Your Name – Project #4 Question)

I will generally respond to emails within **24 hours** between **Monday 9am and Friday 4pm** (excluding holidays) if emails have the **section number** in the subject line. Emails received over the weekend will be answered on Monday. Responses to emails without the proper subject information will be delayed.

Assignment and Course Questions: For questions about specific assignments, course or Blackboard, please refer to our "Frequently Asked Questions". If an answer to your question cannot be found, please **post a question on our discussion board**. Students are encouraged to post answers to each other's questions. I will check the board at least once each day to post answers during the school week (see above).

Grading Scale: Your grades will be determined based on the scale below.

Percentages for Grades	Grade Scale
90 TO 100 % = A	35% - Assignments
80 TO 89.9% = B	35% - Quizzes
70 TO 79.9% = C	5% - Midterm Exam
60 TO 69.9% = D	20% - Labor Law Project
BELOW 59.9% = F	5% - Final Exam

Assignment List & Due Dates: log on to Canvas at www.rscdd.instructure.com

Expectations: This is a college level course. Many students expect that an online course will be easier, or entail less time. This is not true. This online class will take just as much time as a traditional classroom course. College credits are based on the Carnegie Unit, the structure of the US Education system, for a system of “units”. One semester unit represents one lecture hour of required classroom time and two hours of student preparation time.

Time Commitment:

- One credit hour (spent in class) requires two hours spent outside of class.
- So, for a one unit 16-week class, students should be allocating three hours a week.
- For a 3 unit 16-week class, students should be allocating **9 hours a week for their online class**, time in class and student preparation time.

Academic Honesty Policy: You should be familiar with the [Academic Honesty Policy at Santa Ana College](#). There is absolutely NO tolerance for cheating in this class. Academic dishonesty or cheating is defined as an intentional act of fraud in which a student seeks to claim credit for the work or efforts of another without authorization. This includes assisting other students in acts of dishonesty or coercing students into acts of dishonesty, whether it is in coursework or on exams. Any student caught cheating or assisting another student in the act of cheating, will receive a zero score for the assignment or quiz. Students will be reported to the Dean of Student Development upon a second breach of the Academic Honesty policy. If you have any questions regarding this policy or application of this policy, please let me know.

Accommodations for Disabilities: Disabled Student Programs & Services Statement

Your success in this course is important to me. Santa Ana College and I are committed to providing reasonable accommodations for all individuals with disabilities. If you have a disability that may have some impact on your ability to do well in this course, I encourage you to speak with me as soon as possible. Also, please contact Disabled Student Programs & Services so that we can all collaborate on your classroom accommodations in a timely manner. DSP&S is located in U-103, and their phone number is 714-564-6264. The DSP&S office requires documentation of your disability in order to receive reasonable accommodations. If you do not have documentation, they will work with you to acquire it. I look forward to supporting you to meet your learning goals.

Attendance Policy:

In accordance with the college drop policy, students who do not access the class web site or submit the “first assignments” by the due date may be dropped as a no show. Students who fail to turn in the weekly assignments and or participate in the discussion boards will be considered “absent” and may be dropped from the class for “excessive absence.” Students are responsible to officially drop the class or they will receive a letter grade based on their performance.

No Show Drop: In this course, you must complete all of the following activities by **Sunday, September 3, 2017**, the first week of classes, or you will be dropped as a “No Show”:

1. Send your instructor an email using the following subject: BUS018 – Your first and last name– First Email. State why you are taking this class in one or two sentences.
2. Post a new thread on Discussion Board Week #1, following directions described in the thread, and respond to at least two students.
3. Complete the Syllabus Quiz

Excessive Absence Drop: If two consecutive weeks of non-participation is observed by the instructor the student will be dropped.

- It is mandatory to be able to use the Internet and type all assignments.

Netiquette

- [Netiquette](#), simply defined, means etiquette on the Internet. In an online course, you will be speaking through writing both to fellow students and instructors. It is imperative to communicate well and professionally. The golden rule of netiquette in an online class or environment is, do not do or say online what you would not do or say offline.