Seward County Community College
Course Syllabus

I. **TITLE OF COURSE:** BT1103-Office Procedures

II. **COURSE DESCRIPTION: 3 credit hours of lecture.**

This finishing course is designed for students to further develop not only technology skills but also a broad range of human relation skills (including verbal and written communication) and critical-thinking skills. Emphasis is placed on telecommunications, records management, ethical behavior, presenting successfully, travel arrangements and mail procedures. Prerequisite: Intermediate Keyboarding or the equivalent. For each unit of credit, a minimum of three hours per week with one of the hours for class and two hours for studying/preparation outside of class is expected.

III. **DIVISION/DEPT/PROGRAM MISSION STATEMENT:** The mission of the Administrative Professionals program is consistent with the mission of Seward County Community College. The program will provide students with quality learning opportunities and experiences to meet the diverse, changing needs for the development of better futures.

IV. **TEXTBOOK AND MATERIALS:**

1. Cengage Unlimited, 1st Edition

V. **SCCC OUTCOMES:**

Students who successfully complete this course will demonstrate the ability to do the following SCCC Outcomes.

1: Read with comprehension, be critical of what they read, and apply knowledge gained to real life

3: Communicate their ideas clearly and proficiently in speaking, appropriately adjusting content fand arrangement for varying audiences, purposes, and situations.

4: Demonstrate mathematical skills using a variety of techniques and technologies.

5: Demonstrate the ability to think critically by gathering facts, generating insights, analyzing data, and evaluating information

VI. **COURSE OUTCOMES:**

Upon successful completion of the course competencies and an average of 80 percent or higher on mastery assessments, the student will be able to:

1. Recognize the role of the office professional in today's constantly changing workplace environment that includes workplace teams and the virtual workforce
2. Identify workforce behaviors
3. Develop a professional image
4. Manage anger, stress, and time
5. Identify and demonstrate ethical theories and behaviors
6. Communicate effectively in the workplace
7. Understand and apply characteristics of good correspondence
8. Speak and make presentations
9. Develop good customer service skills
10. Use workplace technology
11. Discuss mail services

12. Describe and use office copiers and shredders
13. Manage paper and electronic records and manage finances
14. Apply indexing rules
15. Develop personal finance
16. Develop investment strategies
17. Plan meetings and travel
18. Identify and apply principles for event planning
19. Discuss domestic and international travel
20. Develop a successful career
21. Apply practices for finding a job
22. Develop strategies for job advancement
23. Describe leadership and management challenges and characteristics

VII. **COURSE OUTLINE:**

1. The dynamic workplace
2. Workforce behaviors
3. Communication essentials
4. Technology basics
5. Records and financial management
6. Meetings and travel
7. Career advancement

VIII. **INSTRUCTIONAL METHODS:**

Class participation and discussion.
Related work assignments.
Overheads and videotapes.

IX. **INSTRUCTIONAL AND RESOURCE MATERIALS:**

1. Equipment—microcomputers and calculators.
2. Textbook/workbook

X. **METHODS OF ASSESSMENT:**

Assessment of SCCC Outcomes#1, #2, #3, #4 & #5 will be by the following**:**
Final grades will be based on the following:

Student participation/attendance	10%
Work assignments/in-service work	40%
Mastery tests/evaluations	50%

ADA STATEMENT:

Under the Americans with Disabilities Act, Seward County Community College will make reasonable accommodations for students with documented disabilities. If you need support or assistance because of a disability, you may be eligible for academic accommodations. Students should identify themselves to the Dean of Students at 620-417-1106 or go to the Student Success Center in the Hobble Academic building, room A149.

Syllabus Reviewed: 08/17/2022