

MIDSTATE COLLEGE
411 W. NORTHMOOR RD. PEORIA, IL 61614
(309) 692-4092 (800) 251-4299
Winter 2018

Course number & Name: AP 112 Office Skills

Credit hours: 4

Method of Delivery: Arranged

Course Description: The student will be introduced to the working environment of an entry-level office position to assist management. Human relations, basic oral and written communications (mail handling, filing, telephone usage, appointment scheduling, and greeting visitors), and administrative support services (banking transactions and basic letter composition) are integral components of the course. Course fees may apply.

Prerequisite: CIS 114-Computer Usage and Software Applications and ENG 010-Basic English Skills or ENG 116-Composition

Text: Procedures and Theory for Administrative Professionals, 7th Ed.

Author(s): Stultz/Shumack/Fulton-Calkins

Publisher: Cengage

Materials needed for this course:

Additional Supplies: Thumb Drive to save files

Hardware/Software and Equipment: MS Office, and Internet connection.

Topics:

1. Mail
2. Filing
3. Scheduling
4. Telephone skills
5. Oral and written communication
6. Human Relations

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

1. Define the traits and characteristics of the office professional.
2. Basic oral and written communications, including basic letter composition.
3. Use postal and shipping services for outgoing mail by applying knowledge of current postal regulations.
4. Process incoming postal and electronic mail.
5. Apply appropriate filing methods and know how to create an effective electronic filing system.
6. Exhibit efficient and business-like techniques when using voice, electronic, or written communications.
7. Perform banking responsibilities including making bank deposits, writing checks, and cashing checks, reconciling bank statements, and handling petty cash.
8. Adapt the tools and strategies of time management to personal and professional lives.

Midstate Grading scale:

90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
0 - 59	F

Midstate Plagiarism Policy:

Plagiarism is using another person's words, either by paraphrase or direct quotation, without giving credit to the author(s). Plagiarism can also consist of cutting and pasting material from electronic sources by submitting all or a portion of work for assignment credit. This includes papers, computer programs, music, sculptures, paintings, photographs, etc. authored by another person without explicitly citing the original source(s). These actions violate the trust and honesty expected in academic work. Plagiarism is strictly against the academic policy of Midstate College. Its seriousness requires a measured, forceful response which includes consequences for inappropriate and/or no citation.

In courses containing writing assignments, the College promotes the use of an electronic resource which compares the student's writing against previously submitted papers, journals, periodicals, books, and web pages. Students and instructors can use this service to reduce the incidence of plagiarism. This electronic resource has been found to conform to legal requirements for fair use and student confidentiality. It is able to provide a report to the student indicating the parts of the assignment that match.

(See the Midstate College catalog and/or Student Handbook for additional information.)

Student Success: The Office of Student Success is available to students seeking tutoring for individual classes or who need assistance with writing assignments. Information is also available on test taking techniques, how to take notes, developing good study skills, etc. Contact Student Success in Room 218 (in person); (309) 692-4092, extension 2180 (phone); studentsuccess@midstate.edu (email).

Instructor Information:

Instructor: Jami Thompson

E-mail: jethompson@midstate.edu Phone: 309-692-4092

Office Hours: By appointment

I check my Midstate e-mail regularly, so if you need to contact me, please contact me through the above Midstate e-mail account.

Participation Requirements:

Participation is very important in this class. Students are expected to participate in the discussion in class relating to the subject materials for the week. The discussion is a *dialog* among the course participants. Students should be prepared to read, analyze and respond to questions and comments from the instructor and fellow students.

- 1) Assignments: This course will use the eLearning Week timeframe to calculate attendance and assignment submittal. Homework is due by Monday morning at 8 AM. 70% is the highest score that late or make up work can earn without prior arrangement with the instructor.
NOTE: No late assignments will be accepted from the first 6 weeks of class after Week 6 of the quarter. This is stated in the course syllabus. Starting with Week 7, Weeks 1 through 6 will not be available to you.
- 2) Weekly Quizzes: There will *not* be a midterm or final exam in this course. However, there will be weekly quizzes.
- 3) Participation/Attendance:
Flex courses are taught both on-campus and through eLearning. Flex courses offer personalized learning where students can choose each week whether they want to attend on-campus, via eLearning, or both.

- On-campus = If a student attends an on-campus course, he or she will be counted as present.
 - eLearning = To be considered in attendance for an eLearning course, the student must participate each week by submitting substantial, gradable work.
- 4) Academic Dishonesty: Plagiarism and cheating are serious offenses and may be punished by failure on exam, paper, or project; failure in course; and/or expulsion from the college. For more information refer to the “Academic Dishonesty” policy in the student handbook.
- 5) Grades: It is the students’ responsibility to keep copies of all assignments turned in for a letter grade until the end of the quarter when a final grade has been earned. If a document is lost and no copy is available, the student will not receive credit.

Methods of evaluating student performance: Assessment will be conducted using competency testing, projects, quizzes, and assignments. **All competencies must be passed to successfully pass this course.**

Examination Information: Quizzes will be multiple choice, short answer, fill in the blank, essay, and true/false. A competency rubric will be utilized to grade students completing competency-based activities.

Instructor’s Grading Scale:

- Homework Assignments—30%
- Quizzes—15%
- Attendance, Participation—15%
- Competencies—20%
- Book Report—20%

Office Skills Competencies

Competency Name	Week Completed	Points
Email	5	25
Postal	11	25
Records Management	9	25
Telecommunications	7	25
TOTAL POINTS		100

AP 112-Office Skills Weekly Schedule

Wk	Topic	Assignments	Learning Obj.
1	Housekeeping: Syllabus, Competencies (Telephone, Postal, Fax, Filing; Textbook; Student Files Chapter 1-The Workplace-Constantly Changing	Read CH 1 and Complete: <ul style="list-style-type: none"> • CH 1 Quiz • End of chapter assignments 	1
2	Chapter 2-Your Professional Image Book Report-Choose Book	Read CH 2 and Complete: <ul style="list-style-type: none"> • CH 2 Quiz • End of chapter assignments 	1
3	Chapter 4- Self Management	Read CH 4 and Complete: <ul style="list-style-type: none"> • CH 4 Quiz • End of chapter assignments 	8
4	Chapter 7-Customer Service	Read CH 7 and Complete: <ul style="list-style-type: none"> • CH 7 Quiz • End of chapter assignments 	1
5	Chapter 8: Written communication	Read CH 8 and Complete: <ul style="list-style-type: none"> • Email Competency 	2,6
6	Chapter 8 Continued	Complete: <ul style="list-style-type: none"> • CH 8 Quiz • End of chapter assignments 	
7	Chapter 9: Verbal Communication (not Presentations) *Weeks 1-6 will no longer be available	Read CH 9 (not presentations part) and Complete: <ul style="list-style-type: none"> • CH 9 Quiz • Telecommunications Competency • End of chapter assignments 	2,6
8	Chapter 11: Managing Records	Read CH 11 and Complete: <ul style="list-style-type: none"> • CH 11 Quiz • End of chapter assignments 	5
9	Chapter 12: Managing Electronic Records	Read CH 12 and Complete: <ul style="list-style-type: none"> • CH 12 Quiz • Records Management Competency • End of chapter assignments 	5
10	Chapter 13: Personal Finance and Investment Strategies	Read CH 13 and Complete: <ul style="list-style-type: none"> • CH 13 Quiz • End of chapter assignments 	7
11	Chapter 16: Workplace Mail and Copying	Read CH 16 and Complete: <ul style="list-style-type: none"> • Postal Competency 	3,4
12	Chapter 16 continued	Complete: <ul style="list-style-type: none"> • CH 16 Quiz • End of chapter assignments 	