

Louisiana Delta Community College

Academic Affairs Master Syllabus

Course Name: OFFICE PROCEDURES

Course Number: OSYS 2530

Credit Lecture hours: 3 **Credit Lab Hours:** 0 **Contact Hours:** 45

Textbook, Author, and Publisher: To be provided by College Campus

Instructor Information: To be provided by College Campus

Class Location: To be provided by College Campus

Course Description: Focuses on understanding the role of the office professional in today's changing office environment. Students learn effective office, human relations, communication, decision-making, and critical thinking skills by completing assignments and live projects. Specific items covered in this course include interpersonal communications, professional presence and success behaviors, stress and time management, work ethics and diversity, current technology, telecommunications, mail and records management, business correspondence, teamwork, meetings and presentations, travel and conference arrangements, and career development.

Prerequisites: BUSE 1030, ISYS 1400

Co-requisites: None

Learning Outcomes:

On completion of this course, the student should be able to perform the following with a proficiency that complies with the minimum standard of industry:

1. Demonstrate a working knowledge of course terminology.
2. Demonstrate an understanding of mail handling and shipping services.
 - a. Describe the processes for handling incoming mail.
 - b. Describe the processes for handling outgoing mail.
 - c. Acquire an awareness of electronic mail and related communications processes.
 - d. Identify the available shipping services.
3. Demonstrate an understanding of the importance of equipment, equipment features, and control/use of supplies in the business office.
 - a. Identify equipment necessary to operate and to maintain an office efficiently.
 - b. Demonstrate ability to copy, assemble, collate, and staple materials.
 - c. Discuss the use of telephone answering machine and telephone answering services.
 - d. Exhibit an awareness of office supplies, their uses, and sources.
4. Prepare for meetings, appointments, and travel.
 - a. Describe the procedures for organizing meetings.
 - a. Describe the procedures for maintaining an appointment calendar.
 - b. Outline the details of preparation of a business trip.
 - c. List items to be included in a trip folder.
5. Demonstrate proper telephone techniques.

Assessment Measures: To be provided by the College Campus.

Library Resource Center:

The Delta Library and Learning Resource Center is committed to providing quality information and learning resources and services, including technology, in supporting the overall mission of Delta Community College and its commitment to lifelong learning.

Special Accommodations:

Louisiana Delta Community College complies with Section 504 of the Rehabilitation Act, as well as the Americans with Disabilities Act. Students with disabilities who attend the Monroe campus may make a request by contacting the Director of Counseling and Disability Services (See College Directory for contact information.) at the beginning of each semester. Reasonable accommodations will be attempted for students with documented disabilities. If an impairment is identified later in the semester, a non-retroactive accommodation plan will be developed. Students at satellite campuses should contact the Coordinator of Student Affairs at their particular campus.

Title IX:

Louisiana Delta Community College is committed to protecting the rights of students, which includes compliance with Title IX requirements. As such, the institution and members of our community will not tolerate the offenses of dating violence, domestic violence, sexual assault, and stalking. Students with Title IX concerns should contact the College's Title IX Coordinator (See College Directory for contact information.) Students are required to complete Sexual Assault Awareness and Prevention Online Training. Access to this online course will be sent out through the Delta email account.

Student Code of Conduct:

Louisiana Delta Community College encourages an environment of academic integrity and mutual respect. Students should read and follow both academic and behavioral expectations identified in the Code of Student Conduct that can be found online at www.ladelta.edu. Students are expected to act with integrity, respect the rights of others, and conduct themselves in a professional manner. The Honor Code prohibits academic misconduct such as cheating, engaging in unauthorized collaboration, and plagiarism. Violations of the Code of Student Conduct may result in disciplinary action as provided in the Code. Incidents are reported through the online Student Conduct system.