

JAMESTOWN COMMUNITY COLLEGE
State University of New York

INSTITUTIONAL COURSE SYLLABUS

Course Title: Office Procedures

Course Abbreviation and Number: BUS 1420

Credit Hours: 3

Course Type: Lecture

Course Description: Students will prepare to learn and perform procedures to become effective in both the operation and managerial levels required in today's and tomorrow's office. A survey of the automated office and introduction to integrated office systems is emphasized. Students are given a perspective on the role of an office professional and an awareness of the technical developments that have affected the office professional. Course content includes theory and practice in time and work management, telephone techniques, planning/coordinating travel and meetings, and communication skills.

No requisites.

Student Learning Outcomes:

Students who demonstrate understanding can:

1. Describe the essential characteristics and behaviors of an administrative professional.
 2. Display effective written and oral communication skills.
 3. Analyze organizational financial statement.
 4. Understand the importance of records management.
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Topics Covered:

- The Workplace - Constantly Changing
 - Workplace Team and Environment
 - The Virtual Workforce
 - Your Professional Image
 - Anger, Stress, and Time Management
 - Ethical Theories and Behaviors
 - Written Communications
 - Verbal Communications and Presentations
 - Customer Service
 - Technology Update
 - Workplace Mail and Copying
 - Telecommunications – Technology and Etiquette
 - Managing Paper and Electronic Records
 - Personal Finance and Investment Strategies
 - Event Planning
 - Travel Arrangements
 - Job Search and Advancement
 - Leadership and Management: Challenges and Characteristics
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Information for Students

- Expectations of Students
 - [Civility Statement](#)
 - [Student Responsibility Statement](#)
 - [Academic Integrity Statement](#)
- [Accessibility Services](#)

Students who require accommodations to complete the requirements and expectations of this course because of a disability must make their accommodation requests to the Accessibility Services Coordinator.
- [Get Help: JCC & Community Resources](#)
- [Emergency Closing Procedures](#)
- Course grade is determined by the instructor based on a combination of factors, including but not limited to, homework, quizzes, exams, projects, and participation. Final course grade can be translated into a grade point value according to the following:

A=4.0	B+=3.5	B=3	C+=2.5	C=2	D+=1.5	D=1	F=0
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- Veterans and active duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, VA appointments) are welcome and encouraged to communicate these to the instructor.

Effective Date: Fall 2021