



Course Syllabus
SEMESTER
School of Business, Hospitality Management, and Public Safety

Course Name:	Intro to Office Administration
Course & Section Number:	OAD 135-XXX
Meeting Day(s) & Time(s):	
Credits:	3
Contact Hours:	3
Instructor's Name:	
Office Hours & Location:	
OCC Phone:	
OCC Email:*	
Additional Contact Information:	School of Business, Hospitality Management, and Public Safety 567-661-7280

*Please use only Owens email for course communications.

Catalog description:

This course introduces the student to basic responsibilities of a business office professional. Customer service skills and keyboarding speed/accuracy are stressed. Students will begin developing a portfolio that is used throughout the program.

Prerequisites: None

Corequisites: OAD 100

Course Materials:

The materials required can be purchased by going to the Owens Community College e-Campus Bookstore by accessing the online link, called "[Find Books]" on the course schedule for each course section. See the example below.

OAD 135 225 Fall 2025

INTRO TO OFFICE ADMINISTRATION - TERI PRATT

CHOICE

* Choose only one of the following required options

OPTION ONE

THE WORLD OF CUSTOMER SERVICE



THE WORLD OF CUSTOMER SERVICE

GIBSON, PATTIE

ISBN13: 9780840064240
EDITION: 3RD
FORMAT: PAPERBACK
PUBLISHER: Cengage Learning
COPYRIGHT: 6/20/2011

 This item qualifies for Free Shipping*

 Complimentary 7-Day eTextbook Access

CURRENT PRICE

☐ RENT BOOK

IN STOCK

BEST VALUE

☒ Semester Due back 12/18/2025

☐ BUY USED

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Usually ships in 2 to 3 business days.

☐ RENT DIGITAL

☒ VitalSource: 180 Days Downloadable: 180 Days

☐ VitalSource: 365 Days Downloadable: 365 Days

☐ VitalSource: 1825 Days Downloadable: Lifetime Access

*To support the delivery of the digital material to you, a digital delivery fee of \$3.99 will be charged on each digital item.

☒ MARKETPLACE OPTIONS

Prices starting at \$2.60

OPTION TWO

CENGAGE UNLIMITED SUBSCRIPTION, 4 MONTHS

OPTION THREE

CENGAGE UNLIMITED SUBSCRIPTION, 12 MONTHS

REQUIRED



KEYBOARDING ONLINE ACCESS CODE

ELLSWORTH

ISBN13: 9780997560961
FORMAT: ACCESS CARD
PUBLISHER: ELLSWORTH PUBLISHING COMPANY
COPYRIGHT: 1/1/2024

CURRENT PRICE

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* THIS ITEM MUST BE PURCHASED NEW

 This item qualifies for Free Shipping*

What You Will Learn in the Course

Course Objectives:

1. This course will address customer service skills.
2. This course will provide tools and techniques on how to increase keyboarding speed and accuracy.
3. This course will teach the proper techniques to produce error-free documents.

Student Learning Outcomes:

Outcome	Where Assessed
The student will initiate a portfolio to be maintained throughout collegiate experiences.	Portfolio Assignment
The student will identify and apply effective communication techniques for email and telephone.	Email and Phone Messaging Assignments
Students will identify appropriate customer service skills.	Chapters 1-4, 6-7, 9-10, & 12 Assignments

OAD 135 Intro to Office Administration

SEMESTER

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Outcome	Where Assessed
The student will complete three 3-minute timings at 35 wpm with a maximum of three errors.	Keyboarding Online Timings
The student will produce business documents with accuracy.	Keyboarding Online Nuts and Bolts Assignments

Institutional General Education Competencies:

As a student at Owens Community College, you will take General Education courses as part of your degree program. While specific to the General Education courses, will be reinforced in many of your degree program major courses and may be measured in your capstone course(s) and others as identified.

Competency	Where Introduced
Communicate effectively.	Email Assignments (2)

Technology, Lab, and File Requirements:

You will need access to a computer with reliable Internet connection, and capability to create Microsoft Word documents. Please note Office 365 is available for free to students at www.owens.edu/office365 or may be accessed using computer labs on campus.

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 124.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 123) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

Students can find more information on campus resources, student support, student life, and security at this [link](#).

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's Student Code of Conduct, which includes academic honesty, encompassing plagiarism. See the Board Policy for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's [Anti-Discrimination and Harassment Policy](#) and the College's [Title IX Policy](#)/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing Your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu. The policy may be found on the Owens website: [3358:11-2-63 Accommodation](#) for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or prospective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphraser, summarizers, or solvers, to get guidance on assignments, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the specific prompt or query you used to generate the output.
- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible.

Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor **before** submitting your work.

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Student Responsibilities & Instructor Expectations

Contact the Owens Help Desk **(567) 661-7120** if you are experiencing technical issues with your username and/or password or having navigational issues in Blackboard.

E-mail is the best method to contact me outside of student hours, which are listed above. I expect questions and that's okay. Don't hesitate! Reach out when you need to.

Email me with personal questions. You must use your Owens student email to ensure FERPA is followed.

*****I WANT YOU TO DO YOUR BEST IN THIS CLASS. IF YOU HAVE ANY QUESTIONS OR NEED ANY HELP, PLEASE CONTACT ME, SO I CAN ASSIST YOU. *****

Cheating will be governed under the provisions in the *College Catalog*.

Attendance Policy: Attendance for this web course is based on your logging into Blackboard and completing the necessary assignments. In order to receive attendance verification for this class for financial aid purposes, all assignments required for the first due date must be completed by that due date.

Class work, Homework, and Quizzes: Various assignments will be assigned at the completion of each chapter and can be found under the Assignments link in Blackboard.

You must use the Blackboard website to submit your files electronically to me. Assignments must be submitted using the Assignments section of Blackboard (unless instructed otherwise).

Late Work & Make Up Policy: Any assignment turned in late will earn half credit. **No assignments will be accepted two weeks after the date in which they are assigned. No assignments will be accepted after the last day of classes.**

Assessments: These will be completed in Blackboard.

NOTE: **DATE is the last day students can drop the course without receiving an official letter grade.** Please consult with your academic advisor prior to end of semester to review options.

Grading assignments: Assignments that are submitted by the due date will be graded and returned/recorded in the grade center before the next due date (within one week). Assignments that are submitted after the due date *may take* up to two weeks before being graded.

Answering emails: The best way to contact me is via email at **EMAIL**. I will do my best to respond to your emails within 24 hours on weekdays and within 48 hours on weekends.

- I check my email several times a day. (I will post on the Announcements on Blackboard, if I am not going to be able to check my email for extended periods of time during a day or days.) Phone messages left on my voice mail (The number on the on the front page of the syllabus) may be delayed due to office hours. Please only use your Owens email account to contact me.

Student hours: These posted times are designated for me to be available to meet with and assist you, outside of normal class time, with any concerns/questions you may have regarding this course or program.

Facilitating successful completion of the course: I welcome questions, concerns and experiences relevant to the topic, course and/or professional field. We learn from each other. If appropriate, I encourage you to share and ask during class. If it is not, please don't hesitate to see me during student hours or email me. If I feel that there is a need, I will reach out to the student or class as a whole to

address that need. I will make referrals to other campus resources as needed. I am aware that life is happening and this class is not the only thing you have going on.

Read through the material, watch the videos, and practice the activities in this class. If you need study tips, Owens has resources to help get you off to a great start!

How Grades are Determined and Major Assignments

Timed Writings

The timed writing evaluation is based on the two best timed writings from your lessons plus the one best timed writing from your final exam at the end of the course. **If you have not accurately completed three, 3-minute timings with three or fewer errors, you will receive a zero for each missed timing.** Timings will not be accepted unless proper techniques are used. Timings taken in class cannot be made up if you are absent.

40+ = 100%	34 = 88%	28 = 76%	22 = 64%
39 = 98%	33 = 86%	27 = 74%	21 = 62%
38 = 96%	32 = 84%	26 = 72%	20 = 60%
37 = 94%	31 = 82%	25 = 70%	
36 = 92%	30 = 80%	24 = 68%	
35 = 90%	29 = 78%	23 = 66%	

The grade points for the areas of work are as follows.

Evaluation Measure	Outcomes Assessed	Value
Discussion Boards (4 @ varied point values)	1, 2, 3, 4, 5	39 points (3%)
Portfolio (1 @ 25 points)	1	25 points (2%)
Customer Service Assignments (8 @ varied point values)	2, 3	272 points (21%)
Keyboarding Online Lessons & Technique Assessments (12 @ varied point values)	4, 5	188 points (12%)
Timings (17 timings—3 highest @ 100 points each)	4, 5	300 points (23%)
Nuts ‘N Bolts of Formatting Assignments (4 @ varied point values)	4, 5	308 points (24%)
Assessments (2 @ 100 points)	2, 3, 4, 5	200 points (15%)
Total		1332 points

The final course grade is to be computed using the following weights.

Grading Scale and Procedure:

Grade	Points
A	1199-1332
B	1066-1198
C	932-1065
D	799-931
F	798 & below

Grades will be calculated on the following scale.

90% and Above	A
80% to Less than 90%	B
70% to Less than 80%	C
60% to Less than 70%	D
Less Than 60%	F

Important Dates to Remember

Please see <https://www.owens.edu/academics/academic-calendar/> for important dates in the semester.

Tentative Class Assignments:

Due Date	Assignment (See Blackboard Weekly Assignments link for specific assignment directions)
DATE	Customer Service Ch 1: What is Customer Service?
DATE	Customer Service Ch 2: The Global Customer Customer Service Ch 3: Exceptional Customer Service
DATE	Customer Service Ch 4: Customer Service Strategy Customer Service Ch 6: Problem Solving
DATE	Customer Service Ch 7: Extreme Customers and Customer Retention Customer Service Ch 9: Communication Essentials
DATE	Customer Service Ch 10: Customer-Focused Listening
DATE	Customer Service Ch 12: Telephone and Digital Communication Telephone Scenario
DATE	Customer Service Test Chapters 1-4, 6-7, 9-10, & 12
DATE	Keyboarding Online Lesson 27 Proofreading
DATE	Keyboarding Online Lessons 28 & 29 Fax Applications
DATE	Keyboarding Online Lessons 30 & 31 Creating Memos
DATE	Keyboarding Online Lesson 32 Personal and Business Letters
DATE	Keyboarding Online Lesson 33, Timings 35 & 36 and Timings 1 & 2
DATE	Keyboarding Lesson 34, Timings 37 & 38 and Timings 3 & 4
DATE	Timings 39, 40 & 41
DATE	Timings 5-10, Final Keyboarding Exam Shadow Day Report, Fax Thank You, and Discussion

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.