



Figure 1: Owens Logo.

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

<i>Course Name:</i>	Office Procedures
<i>Course & Section Number:</i>	OAD 140-XXX2
<i>Meeting Day(s) & Time(s):</i>	
<i>Credits:</i>	3
<i>Contact Hours:</i>	3
<i>Text:</i>	<i>The Office, Procedures and Technology, Seventh Edition</i> by Oliverio, Pasewark, White. Cengage 2018, ISBN 978-1-337-28136-2 <i>Simulations Resource Book for The Office Procedures and Technology, Seventh Edition</i>, by Oliverio, Pasewark, White. Cengage 2018, ISBN 978-1-337-68966-3
<i>Instructor's Name:*</i>	
<i>Office Hours & Location:</i>	
<i>OCC Email:**</i>	
<i>Additional Contact Information:</i>	School of Business, Hospitality Management, and Public Safety 567-661-7280 HH106

*Please call me NAME; it is my preferred name. If you have a preferred name, please let me know so I can use it.

**Please use only Owens email for course communications.

Catalog description:

Familiarizes students with responsibilities of the administrative assistant in the business office. Emphasizes an administration-oriented role in today's office environment and prepares students to operate in a fast-paced, high technology office situation. A portfolio project is included.

Prerequisite: OAD 135

Corequisites: OAD 102

Course Materials:

The Office, Procedures and Technology, Seventh Edition by Oliverio, Pasewark, White. Cengage 2018, ISBN 978-1-337-28136-2

Simulations Resource Book for The Office Procedures and Technology, Seventh Edition, by Oliverio, Pasewark, White. Cengage 2018, ISBN 978-1-337-68966-3
3-ring binder and a flash drive for storage

If a print book, e-book, or access code is required for class, you can access 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.

What You Will Learn in the Course

Course Objectives:

Course will help you accomplish the following:

1. **Demonstrate proficiency in modern office procedures** including records management, telecommunications, scheduling, and travel arrangements using current technologies and best practices.
2. **Apply principles of effective communication** in both written and oral formats, including composing professional documents, conducting meetings, and using digital collaboration tools.
3. **Utilize office productivity software** (e.g., word processing, spreadsheets, databases, and presentation tools) to complete administrative tasks efficiently and accurately.
4. **Analyze and implement ethical and professional standards** in workplace behavior, confidentiality, and decision-making within diverse office environments.
5. **Manage time and resources effectively** by prioritizing tasks, coordinating projects, and using planning tools to meet organizational goals.
6. **Interpret and respond to business correspondence** including memos, emails, reports, and customer inquiries with clarity, professionalism, and attention to detail.
7. **Simulate real-world office scenarios** using the Simulations Resource Book to reinforce problem-solving, critical thinking, and teamwork in administrative roles.

Student Learning Outcomes:

Students will:

Outcome	Where Assessed
With a team skill level of at least 80% create a report and presentation from research on the International Travel Project.	International Travel Project
With an individual skill level of at least 80%, students will complete the Part 4 Simulation-Maple Valley Chamber of Commerce in the Simulations Resource Book for The Office Procedures and Technology.	Part 4 Simulation of Maple Valley Chamber of Commerce
Completing exercises & related activities, students will develop and apply various office skills, (i.e., preparing communications, processing mail, filing & records management, handing financial procedures, scheduling appointments receiving visitors, & planning meetings and conferences.)	Chapters 1, 2, 7, 8, 9, 10, 11, 12, 13, and 14 of the book “The Office Procedures and Technology” Seventh Edition
Manage working relationships with internal & external customers in the classroom & during the Service-Learning component of the course measurable by the Service-Learning Supervisor Evaluation Form.	Service-Learning Project
Demonstrate workplace ethics in the classroom environment.	

Program Outcomes:

The following program outcomes are assessed in this course

Outcome	Where Assessed
Identify and perform basic problem solving and critical thinking skills to solve problems	Part 4 Simulation-Maple Valley Chamber of Commerce
Demonstrate effective research skills and competencies related to the job	International Travel Project
Identify and perform basic problem solving and critical thinking skills to solve problems	Part 4 Simulation-Maple Valley Chamber of Commerce

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, Institutional Competencies 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 Assessed (List assignments, exams, discussions; items must be graded.)
Communicate effectively.	Reinforced- International Travel Project, Community Service Project, and Part 2 Simulation - Pueblo Outfitters
Act with professional responsibility.	Reinforced- International Travel Project, Community Service Project, and Part 3 Simulation - Pueblo Outfitters
Demonstrate sensitivity to others' beliefs and values.	Reinforced- International Travel Project, Community Service Project
Think analytically, critically, and creatively.	Measured: Direct - Part 4 Simulation - Maple Valley Chamber of Commerce Assignment

Technology, Lab, and File Requirements:

Each assignment tells you if you need to download a file to complete the assignment. Sometimes there are Word, Excel, or PowerPoint files necessary to be viewed or completed. Specific download and installation Instructions are posted in Blackboard. You will find it helpful to use a 3-ring binder and to store things on a flash drive.

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 perspective 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.

NOTE: Some instructors will also list specific acceptable and unacceptable uses or include a statement like “All written assignments, projects, and exams must be completed independently.”

AI is a great ideation tool. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor before submitting your work.

Student Responsibilities & Instructor Expectations

Make-Up Policy:

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.

If you have an excused absence, please e-mail me the doctor’s note and I am happy to reschedule your assignment for you.

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.

Instructor Expectations:

If you have questions after reviewing the materials for an assignment, do not hesitate to e-mail me.

Grading Timeline:

All assignments and tests will be graded within **one week** of the posted due date.

E-mail Communication:

I aim to respond to emails **within 24 hours Monday through Friday**. Emails received over the weekend may take **48 hours** for a response. When emailing, please **include your course name and section number** to help me respond efficiently.

How Grades are Determined and Major Assignments

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

Evaluation Measure	Value	Points
2 Tests	16%	180
Simulation (3 parts)	23%	270
2 Projects Including Presentations	26%	305
19 Assignments	35%	410

Grading Scale

Grade	Points
A	900-1000
B	800-899
C	700-799
D	600-699
F	0-599

Grading Procedure:

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: SEMESTER	
DATE	Semester Begins
DATE	Last day to ADD classes (w/o faculty signature)
DATE	Last day to DROP (100% refund)
DATE	Last day to DROP (60% refund)
DATE	Last day to DROP (50% refund)

DATE	Exam Week
DATE	Last Day of Classes
DATE	Last Day to Drop Course Without a Letter Grade
DATE	Commencement

Tentative Class Assignments:

Week	SLO	Topic	Dates
1	2	Introduction to Course & Blackboard Read: Course Syllabus Read: Chapter 1 – The Office Environment Explain: Service-Learning Project Review: PowerPoint Slides	
2		Complete: 1-2 Activity 1 Complete: 1-3 Activity 1	1-2 due DATE 1-3 due DATE
3		Read: Chapter 2 – Office Competencies Review: PowerPoint Slides Complete: 2-1 Activity 2 Complete: Unethical Behavior in Business	2-1 due DATE Unethical Behavior in Business paper due DATE
4		Read: Chapter 7 – Banking and Payroll Service-Learning Update (<i>Must have Service-Learning location identified & commitment paper signed.</i>) Introduce the Travel Project Review: PowerPoint Slides Complete: 7-1 Activity 1 Complete: 7-1 Activity 2 Complete: 7 Reinforce Math Skills	7-1 Activity 1 due DATE 7-1 Activity 2 due DATE 7 Reinforce Math Skills due DATE
5		Read: Chapter 8 Financial Reports and Procedures Review: PowerPoint Slides Complete: 8 Make Academic Connections Complete: 8-2 Activities 1 & 2	8 Make Academic Connections due DATE 8-2 Activities 1 & 2 due DATE Part 2 Simulation due DATE

Week	SLO	Topic	Dates
		Due: Part 2 Simulation-Pueblo Outfitters	
6 (9/29/25)		Assessment 1 (Chapters 1, 2, 7, 8) <i>Travel Project Work Time (independent study so you three decide when to get together to work on this)</i>	Due October 3, 2025
7 (10/6/25)		Read: Chapter 9 – Time and Workstation Management Review: PowerPoint Slides Complete: 9 Success Skills <i>Travel Project Work Time (independent study so you three decide when to get together to work on this)</i>	9 Success Skills due 10/11/25
8 (10/13/25)		Read: Chapter 10 – Meetings and Travel Review: PowerPoint Slides Complete: 10-1 Activity 1 <i>Travel Project Work Time (independent study so you three decide when to get together to work on this) These are just reminders. Continue to meet throughout the weeks. Presentation is November 3, 2025.</i>	10-1 Activity 1 due 10/18/25
9 (10/20/25)		Read: Chapter 11 – Records Management Review: PowerPoint Slides Complete: 11-1 Activity 1 Complete: 11-2 Success Skills Due: Part 3 Simulation-Pueblo Outfitters	11-1 Activities 1 due 10/25/25 11-2 Activities 1 due 10/25/25 Part 3 Simulation due 10/25/25
10 (10/27/25)		Read: Chapter 12 – Processing Mail Review: PowerPoint Slides Complete: 12-1 Activity 1 Complete: 12-2 Activity 1	12-1 Activities 1 due 11/1/25 12-2 Activities 1 due 11/1/25
11 (11/3/25)		International Travel Project Presentations in person 11/3/25 Read: Chapter 13 – Planning and Advancing Your Career Review: PowerPoint Slides Complete: Review 13-1 Success Skills, Think Critically Complete: Chapter 13 Activity 1, Prepare for a Job Interview	Presentation due 11/2/25, present in person 11/3/25 Review 13-1 due 11/8/25 Chapter 13 Activity 1 Prepare for a Job Interview due 11/8/25
12 (11/10/25)		Assessment 2 (Chapters 9, 10, 11, 12, 13) Due November 15, 2025	Assessment 2 due 11/15/25 Part 4 Simulation due 11

Week	SLO	Topic	Dates
		Due: Part 4 Simulation-Maple Valley Chamber of Commerce	
13		Read: Chapter 14 – Ongoing Professional Development Review: PowerPoint Slides Complete: Review 14-2 Due: Part 4 Simulation-Pueblo Outfitters	Review 14-2 due DATE
14		Work on Service-Learning Project <i>You are allowed a one-time make up of one assignment from this semester that you did not complete. Contact teacher through e-mail to request which assignment you wish to have reopened for you to complete by December 5, 2025.</i>	
15		Work on Service-Learning Project <i>Teacher will be in Zoom from 6-7pm Monday 12/1/25 to answer any questions.</i>	
16		FINAL EXAM-Service Learning Project Presentations	Due DATE

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.