Course Syllabus
Credits: 5
Instructor: Paul Bowen
Office Hours: By appointment
Email: paul.bowen@wwcc.edu
Message phone: (509) 527-4304

Text

Course Description
This course bridges the gap between the classroom and business environment with students demonstrating the ability to perform, at a professional level, the practices and procedures typical of today’s office environment. Study and practice of office procedures using current technology will be emphasized. Procedural areas include receptionist duties, mail handling and photocopying, travel arrangements, file management, data storage, operations of Windows GUI and basic computer maintenance and troubleshooting.

Learning Outcomes
• Demonstrate ability to perform basic install, maintenance, data storage, and troubleshooting procedures designed to keep office computers functioning efficiently.
• Compare and contrast manual filing system types and apply appropriate manual file management system correctly within a hands-on project.
• Demonstrate ability to professionally perform common office tasks including send and receive facsimile, operate postage meter, sort mail, scan, telephone communication skills, create photocopies, and send appropriate e-mail messages.
• Apply critical thinking skills to the set-up of meeting components including; joint calendaring, electronic scheduling, conference calls, and webcasts
• Synthesize processes and procedures for an Administrative Assistant in an employee resource manual

EVALUATION DEVICES: Quizzes, observations, class attendance and participation, written assignments, mini-presentations and group project(s)/presentation(s).

- In-class Participation /Attendance * 100 points
- Group Presentation Assignments 100 points
- Individual Presentation Assignments 100 points
- In-class Quizzes 100 points
- Final Project 100 points
- Professionalism ** 50 points

550 TOTAL POSSIBLE POINTS

* Part of this class involves the development of critical thinking skills. With that in mind; please do not assist your partner with computer troubleshooting unless otherwise instructed by the instructor.

** In determining this portion of your grade, the following items will be considered: punctuality; spelling and grammar; handing in neatly prepared work in a timely manner; appropriate interaction with classmates and instructor; dressing in appropriate office attire on designated days; active participation in field trips; overall demeanor.
### Course Calendar (subject to change/notification will be given)

- **Week one:** Read chapters 1-4  
  Jan 6-10  
  **Groups organized for group assignment #1 January 10**

- **Week two:** Read chapters 5-10  
  Jan 13-17  
  **Group assignment #1 due by 5PM January 17 via Canvas.**

- **Week three:** Read chapters 12-18  
  Jan 20-24  
  **MLK Day Jan 20**  
  **Campus Closed***

- **Weeks four and five:** Read chapters 19-26  
  Jan 27-31 and Feb 3-7 respectively

- **Week six:** Read chapters 27-30  
  Feb 10-14

- **Week seven:** Read chapters 31-37  
  Feb 17-21  
  **President’s Day Feb 17**  
  **Campus Closed***

- **Week eight:** Read chapters 38-43  
  Feb 24-28

- **Week nine:** Read chapters 44-47  
  Mar 3-7

- **Week ten:** Final project development  
  Mar 10-14

- **Week eleven:** Final project due  
  Mar 19

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**ATTENDANCE POLICY:** I understand that situations arise and you may not always be able to meet the goal of 100% attendance. However, if you miss more than one class it will impact your overall points earned. Try to minimize time missed by ensuring that you have a plan for unforeseen circumstances. Each class missed past one will result in a 10 point deduction. Roll call will be taken within 2 minutes of the class start time; anyone who is not seated and ready to learn at the time of roll call will be considered absent for the day. No exceptions will be made.

**LATE ASSIGNMENT POLICY:** Late assignments will not be accepted.

**TESTING POLICY:** Quizzes will be given during class without the use of notes, textbooks or classmate assistance. If the student is not present to take the quiz/exam he or she may conference with the instructor to determine the option of making up the quiz/exam. There may be a time limit for quizzes. Dates and times of quizzes subject to change and notification may not be given prior to the quizzes i.e. pop quiz.
## Grading Policy: Grading Scale

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<thead>
<tr>
<th>Grade</th>
<th>Score%</th>
<th>Point</th>
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<tbody>
<tr>
<td>A</td>
<td>94-100%</td>
<td>4.0</td>
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<tr>
<td>A-</td>
<td>90-93%</td>
<td>3.7</td>
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<tr>
<td>B+</td>
<td>87-89%</td>
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<tr>
<td>B</td>
<td>84-86%</td>
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<tr>
<td>B-</td>
<td>81-83%</td>
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<tr>
<td>C+</td>
<td>78-80%</td>
<td>2.3</td>
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<td>D</td>
<td>63-66%</td>
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<tr>
<td>F</td>
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## Other Special Instruction/Information:

1. Any cheating or plagiarism will result in the failure of the test/assignment and a grade F may be issued for the entire course.
2. All cell phones and communication devices will be turned off or to vibrate mode for emergencies only.
3. All students will respect the opinions of others.
4. All dialogue will be conducted in an orderly fashion.
5. All students will contribute to a supportive learning environment.
6. The instructor reserves the right to change the syllabus during the course of the quarter.

### Americans with Disabilities Act Student Policies

**Walla Walla Community College**

It is the policy of Walla Walla Community College to comply with Section 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act of 1990. WWCC is committed to providing equal access and promoting an atmosphere conducive to academic success for all who can benefit from a post-secondary education. This includes
assisting individuals with disabilities to achieve their full potential as students. WWCC provides support to integrate these students as fully as possible into all aspects of the campus community to maximize their independence and educational experience.

The American with Disabilities Act was signed into law in 1990. The ADA’s protection applies primarily, but not exclusively, to disabled individuals. An individual is disabled if he or she meets any one of the following tests:

- He/she has a physical or mental impairment that substantially limits one or more of his/her major life activities.
- He/she has a record of such impairment.
- He/she is regarded as having such an impairment

Students are obligated to follow well-established and publicized institutional procedures for obtaining accommodations. These are outlined below:

1. **Self Identify**
   A student must give notice of the existence of a disability and make a direct and specific request for accommodations. If the student self identifies to a faculty member, the faculty member should ask the student to make an appointment with Claudia Angus, Disabilities Coordinator, in order to start the procedure to request documentation of the disability.

   The student will complete a confidential accommodation request form that is submitted to the Disabilities Coordinator. The student will list those who may have access to this confidential information about his/her disability. This may or may not include instructors.

   **Institutional Attitude:** A suggested method to ease the way for a student to self-identify for accommodations is to include a statement on the syllabus such as: “If you have a disability and need accommodations, please see the instructor after class or contact Claudia Angus, the Disabilities Coordinator.

2. **Documentation**
   The need to provide accommodations does not arise until documentation is provided that establishes that the student has a disability and supports the need for the accommodations requested.

   **Qualified Professionals:** Students must provide the necessary medical and diagnostic information from qualified professionals to support their requests for accommodations. The documentation must sufficiently verify the existence of a disability defined under ADA. In some instances, the disability is sufficiently obvious to verify the disability.

3. **Assessment**
   **Professional Consultation:** The disabilities coordinator consults professionals at WWCC and elsewhere in determining the accommodations given the student.

4. **Accommodations**
   After professional documentation is received and evaluated, an individualized accommodations list is prepared that is appropriate to the nature and the extent of the student’s disability. The student will give the accommodations list to individual instructors as desired. The nature of the student’s disability does not have to be revealed to the instructor.
Reasonable: A reasonable accommodation is a modification or adjustment to a course, program, service, activity or facility that enables a qualified student with a disability to have an equal opportunity. The college must be given a reasonable amount of time to respond to an accommodation request.

For additional information about students with disabilities or about accommodations, please contact:

Claudia Angus, Disabilities Coordinator

Office #: 133D

Phone: 527-4543

claudia.angus@wwcc.edu

For appointments please call: 509-527-4262

Walla Walla Community College is committed to provide equal opportunity and nondiscrimination for all educational and employment applicants as well as for its students and employed staff, without regard to race, color, creed, national origin, sex, sexual orientation, including gender expression/identity, marital status, age (over 40), the presence of any sensory, mental, or physical disability, the use of trained guide dog or service animal by a person with a disability, or status as a Vietnam and/or disabled veteran, National Guard member or reservist in accordance with the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Federal Rehabilitation of 1973, the Americans with Disabilities Act of 1990, and any other applicable Federal and Washington State laws against discrimination.