

SYLLABUS  
PART I  
EDISON COMMUNITY COLLEGE  
OSA 231S OFFICE PROCEDURES I  
3 CREDIT HOURS

**COURSE DESCRIPTION**

Introduction to general office procedures with emphasis on the procedures necessary to function efficiently with the vast array of equipment and organizational patterns found in today's offices. In-depth research project is included. Prerequisite: OSA 111S and CIT 110S. Lab fee.

**COURSE GOALS**

The student will:

Bloom's Level		Program Outcomes
3	1. Develop a sense of professionalism while preparing for employment in today's office.	5, 7, 10
3	2. Develop an understanding of good job performance including personal evaluations and potential for advancement.	5, 7, 10
3	3. Identify and use telecommunications systems used by businesses.	3, 9
4	4. Explain the effects of telecommunications on office productivity and customer service.	3, 9
3	5. Demonstrate good public relations techniques for working effectively with internal and external customers.	5, 6
4	6. Analyze reference sources, take notes, abstract articles, and prepare report findings.	2, 4, 8
3	7. Prepare an itinerary and make arrangements for business trips, including foreign travel and business practices.	3, 4
1	8. Identify the responsibilities of the office professional before, during, and after a meeting.	4, 5, 6
3	9. Apply principles of grammar, punctuation, proofreading, and spelling in the completion of transcription assignments.	2

**CORE VALUES**

The Core Values are a set of principles that guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce those Core Values whenever appropriate.

**TOPIC OUTLINE**

1. The Work Environment
2. Communication Skills for a Diverse Environment
3. Computer Hardware and Software
4. Telecommunications
5. Ethical Behavior
6. Stress, Anger, and Time Management
7. Letters, Memos, and Reports
8. Workplace Observations and Presentations

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9. Travel Arrangements Research
10. Meetings and Conferences
11. Mail and Workplace Copiers
12. Career Path Development
13. Leadership