SYLLABUS
PART I
EDISON STATE COMMUNITY COLLEGE
OHA 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: OHA 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

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