Technical College of the Lowcountry
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AOT 254
OFFICE SIMULATION

COURSE DESCRIPTION

This course integrates a wide variety of skills and knowledge through practical work experience similar to an office environment.

COURSE FOCUS

Complete administrative assistant skills found in a modern office.

TEXT AND REFERENCES

No textbook for this course.

COURSE GOALS

The following list contains goals addressed in the course. These goals relate directly to the performance objectives.

At the end of this course, students should be able to:

1. Understand the role of administrative support personnel in a business environment
2. Create letters
3. Format envelops
4. Set-up labels
5. Apply styles to documents
6. Prepare memos
7. Work with tables, including inserting formulas
8. Use desktop publishing skills to design documents
9. Input Reports
10. Format Reports
11. Print documents
12. Create Organization chart
13. Prepare documents using special features
14. Sort items in a list
15. Produce forms
16. Write a report using research findings

17. Insert a file in a document
18. Prioritize tasks to maximize efficiency and exhibit good time management skills.
19. Produce forms for printed and online use
20. Prepare agendas, minutes, and checklist
21. Employ Templates to create documents
22. Save Word documents as Web files
23. Employ the Merge Feature
24. Edit a publication
25. Generate a directory, letters, and labels using mail merge
26. Produce long documents from rough-draft copy
27. Edit and format presentations
28. Apply transitions to a slide
29. Apply animation effects to a slide
30. Modify a template
31. Develop certificates from templates
32. Utilize desktop publishing to prepare newsletters and brochures
33. Create documents with WordArt
34. Complete tasks by following written and oral instructions.
35. Use computer software applications to produce business documents.
36. Proofread documents and make all corrections.
37. Develop an electronic filing system for all documents.
38. Identify appropriate business etiquette.
39. Use the Internet for office research and information.
40. Set-up meeting, travel, and training arrangements and documentation.
41. Identify correct telephone procedures for customer service.
42. Practice decision-making skills.
43. Communicate with instructor using electronic messaging.
44. Complete all activities to plan company events and meetings.

STUDENT CONTRIBUTION

Students will spend at least three hours a week outside of class. Students must complete assigned homework and in-class assignments.

COURSE EVALUATION

The final grade will be determined by the following:
Homework Assignments   350 points
In-Class Assignments   350 points
Midterm   150 points
Final Exam   150 points
Total Points for the Course   1000 points

Calculates to the following Letter Grades:
A   1000 – 900 points
B   800 – 999 points
C   700 – 799 points
D   600 – 699 points
F   any amount $\leq$ 599 points

COURSE SCHEDULE

The schedule for this course is provided on Blackboard.

ADA STATEMENT

The Technical College of the Lowcountry provides access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request disability accommodation, contact the counselor for students with disabilities at (843) 525-8228 during the first ten business days of the academic term.

ACADEMIC MISCONDUCT

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student's responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure are provided in the *TCL Student Handbook*, the Division Office, and the Learning Resources Center.

ATTENDANCE

The College's statement of policy indicates that students must attend ninety percent of total class hours or they will be in violation of the attendance policy.

- Students not physically attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING.
- Students taking an online/internet class must sign in **and** communicate with the instructor within the first ten calendar days from the start of the semester to indicate attendance in the class. Students not attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING.
- Reinstatement requires the signature of the division dean.

In the event it becomes necessary for a student to withdraw from the course OR if a student stops attending class, it is the student's responsibility to initiate and complete the necessary paperwork. Withdrawing from class may have consequences associated with financial aid and time to completion.

When a student exceeds the allowed absences, the student is in violation of the attendance policy. The instructor MUST withdrawal the student with a grade of "W", "WP", or "WF" depending on the date the student exceeded the allowed absences and the student's progress up to the last date of attendance.
or
under extenuating circumstances and at the discretion of the faculty member teaching the class, allow the student to continue in the class and make-up the work. This exception must be documented at the time the allowed absences are exceeded.

Absences are counted from the first day of class. There are no "excused" absences. All absences are counted, regardless of the reason for the absence.

- A student must take the final exam or be excused from the final exam in order to earn a non-withdrawal grade.

A copy of TCL's STATEMENT OF POLICY NUMBER: 3-1-307 CLASS ATTENDANCE (WITHDRAWAL) is on file in the Division Office and in the Learning Resources Center.

HAZARDOUS WEATHER

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College, notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZO 103.1, WFXH 106.1, WWVV 106.9, WLOW 107.9, WGZR 104.9, WFXH 1130 AM, WLVH 101.1, WSOK 1230 AM, WAEV 97.3, WTOC TV, WTGS TV, WJWJ TV, and WSAV TV. Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. www.tcl.edu/textalert.asp

EMERGENCY TEXT MESSAGE ALERT

Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. Participants receive immediate notification of emergency events and weather cancelations via text messaging on their cell phones. Participants can also opt in to receive non-emergency news and announcements. Go to www.tcl.edu. On the homepage, click on "emergency Text Alert at TCL" and fill out the form or go to www.tcl.edu/textalert.asp

SYLLABAUS SAFETY ADDENDUM

Purpose

The purpose of this safety addendum is to provide each student with safety guidelines during an incident, emergency, or disaster at TCL. In addition, it provides students guidelines for lockdown procedures, evacuation procedures, and active shooter.

Definition

An incident is any event, potential or actual, that may impact normal operations but has no immediate health or life threatening consideration or serious effect on the overall functional capacity of the College. An event of this nature should be reported to the Office of the Vice President for Administrative Services. Also notify the off-site campus administrator if applicable.

An emergency is any incident, potential or actual, which may endanger life or health or which affects an entire building or buildings, and will disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the college administration during times of crises. An emergency should be reported immediately by directly using **911** if life or health/injury considerations exist and then to the Office of the President or Vice President for Administrative Services as quickly as possible. Also notify the off-site campus administrator if applicable.

A disaster is any event or occurrence that has taken place and has seriously impaired or halted the operations of the College. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Control Center will be activated, and the appropriate support and operational plans will be executed. The disaster should be immediately reported, first by calling **911** and then to the Office of the President or Vice President for Administrative Services. Also notify the off-site campus administrator if applicable.

Types of Emergencies

- ➢ Hurricane
- ➢ Tornado
- ➢ Fire
- ➢ Biochemical or Radiation Spill
- ➢ Explosion/Bomb
- ➢ Downed Aircraft (crash which directly impacts campus operations)

- ➢ Utility Failures
- ➢ Violent or criminal behavior
- ➢ Psychological Crisis

Procedures

Active Shooter
Run/hide/fight (http://www.fbi.gov/about-us/cirg/active-shooter-and-mass-casualty-incidents/run-hide-fight-video)

Building Evacuation
1. Building evacuations occur when an alarm sounds and/or upon notification by Security or the Emergency Director.

2. When the building evacuation alarm is activated during an emergency, individuals should exit according to the building evacuation plan and alert others to do the same.

3. Once outside, individuals should proceed to a clear area that is at least 500 feet away from the affected building. Streets, fire lanes, hydrant areas and walkways should be kept clear for emergency vehicles and personnel.

4. Individuals should not return to an evacuated building unless told to do so by Security or the Emergency Director.

5. Individuals should assist persons with disabilities in exiting the building. Elevators are reserved for disabled persons

Campus Evacuation
1. A uniformed Security Guard, the Emergency Director, or an Emergency Resource Team member will announce evacuation of all or part of the campus grounds.

2. All persons (students and staff) are to immediately vacate the campus, or in the case of a partial evacuation relocate to another part of the campus grounds as directed.

Lockdown
1. Clear the halls
2. Report to the nearest classroom/office
3. Assist those needing special assistance
4. Ensure classroom/office doors are closed and locked
5. Turn off lights
6. Stay away from doors and windows (out of the line of sight)
7. BE QUIET and follow instructor's directions
8. Silence cell phones
9. Wait for the "All Clear" before leaving