



SYLLABUS - CIS 149: Office Procedures – Fall '24

This is an 8-week semester course, October 21-December 12. The best way to reach me is on the class blog, in Zoom office hours, or by appointment in Zoom.	
CRN#:	22577 – Memorize this number. You will use it throughout the course.
Instructor:	Maryann Watson, Professor, Computer Information Systems
Last Day to Contact Instructor:	Send email to online.watson@gmail.com by Monday, October 21, to check in for class. Otherwise, you will be dropped as a 'no show'.
Office on campus:	MBCC 106
Online Office Hours in Zoom:	Mon/Wed, 11:30am-12:30pm and Wednesday evenings, 6:00pm-8:00pm I can also be available by appointment in Zoom. Zoom link will be sent to your personal email address and posted on the class blog.
E-Mail:	Online.watson@gmail.com Please include the class CRN number and your full registered name in the subject line so I will know who is sending the email.
Website:	https://watsonsworld.com/

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Textbook Information:

Click here: [The Book](#)

MindTap Course Key: **MTPN5XD3CR3H**

Do not purchase this:

The screenshot shows a textbook purchase page for 'The Office: Procedures and Technology'. It features three main options: 'Access the eBook' for \$50.99, 'Buy or Rent the Textbook' for \$75.00, and 'MindTap' for \$114.00. A red 'X' is drawn over the entire page, indicating that these options should not be purchased.

Click on MindTap tab.

WATCH THIS VIDEO TO LEARN HOW TO ACCESS YOUR MINDTAP CLASS:
<https://play.vidyard.com/m52vRVVKTAor2M5PCFMQ9S>

(If needed, copy and paste the link in the address bar of your web browser)

Purchase this

The screenshot shows a textbook purchase page for 'The Office: Procedures and Technology'. It features two main options: 'Access to Cengage Unlimited' for \$129.99 and 'MindTap: The Office: Procedures and Technology' for \$114.00. A red circle highlights the MindTap option, indicating it is the recommended purchase.

If you are enrolled in more than 1 class that uses Cengage materials, then purchase Cengage Unlimited.

If you are enrolled in only CIS 149, then purchase MindTap.

MindTap:

With *MindTap* you can read or listen on any device, learn and study the topics needing extra attention and get your professor's notes instantly. Set reminders so you're always confident and prepared.

- Make your own flashcards to study for quizzes
- Read or listen to your book, plus add highlights and notes
- Access Readspeaker

Cengage Unlimited:

Cengage Unlimited gives you access to all Cengage online learning platforms, plus our entire library of Cengage eBooks for a one-time, flat price. You'll also get at least 4 FREE textbook rentals (you only pay for shipping & handling). In an 8-week class, shipping may take too long and you will fall behind.

- MindTap and Cengage Unlimited both allow you to use an ebook version of the text material(s).
- After creating a Cengage account and joining the MindTap section for CIS 149, you will have a link available for renting a hardcopy of the textbook associated with the class. However, with only 8 weeks in the course, shipping time may delay your work in the course.
- If you purchased a Cengage Unlimited subscription for this semester for another class, you do not need to purchase CU again.
- For no additional cost, you may use any Cengage product for [all courses at OCC where Cengage products are assigned](#).

Course Description:

Personal qualities and office skills required of an office assistant in a high tech, multicultural labor force. Office applications generated with Microsoft Office, enhanced verbal and written communications skills, reprographics, telephone and mail procedures, records management, time and stress management, office ethics, and career planning. This course may also be offered online. May be taken for grade or on a pass-no pass basis. Advisory: Computer Information Systems A092. Transfer Credit: CSU.

- CIS 149 **DOES NOT** USE CANVAS except as explained below.
- SAFARI browser does not work for CIS 149. Chrome browser works best.
- A personal computer is required for this course. Chromebook computers do not work for this class.
- Click here to check that your [browser](#) is set up for the MindTap learning platform.
- Click here to learn the [computer settings](#) for the MindTap learning platform.
- This course requires Office 365 for Windows computers. If you do not have Office 365 software on your computer, you may use Canvas for “AppStream Virtual Desktop” for Office 365 software. (More info about this is on page 6.)
- Office 365 for Mac computers works for most things covered in this class. However, Office 365 for Mac **does not** have Microsoft Access. So, if assignments require MS Access, you must use Canvas for “AppStream Virtual Desktop” for Office 365 software. (More info about this is on page 6.)
- If this is your first time taking an online class or if you struggle with time management, please take this [Online Readiness Assessment](#) to assess your readiness for an online course. Please reach out to your teacher immediately if your score is low and need guidance or tips to address weak areas.
- Use my [website](#) for more information about this course.
- This course is worth 3 transfer credits. There is no ‘test out’ for this course.
- It is expected that you read the entire syllabus before beginning the course.
- This course is worth 2 transfer units and may be taken for [GRADED OR CREDIT OPTION](#). Questions? Call the OCC Registration Office on campus for information: 714.432.0202.
- **College-level reading & comprehension ability are expected.** Time involved depends on your reading and comprehension ability.
- Students may spend up to 6 hours per week for completing assignments. More or less time depends on individual reading and comprehension skills and previous experience using MS Office software.
- Keyboarding skill of 25 wpm with no more than 1 error per minute is strongly recommended. If you need to learn touch typing with the ‘real’ keyboarding skill, register in CIS 090.
- All students must purchase text materials. (See page 2.)
- Click here for [important OCC Dates](#).

Course Objectives:

After completion of this course, students will be able to satisfactorily demonstrate how to:

1. Identify roles and responsibilities of the office professional.
2. Apply decision making skills in the workplace.
3. Identify time management techniques and ways to reduce stress.
4. Describe ethical behaviors within the business environment.
5. Collaborate with culturally diverse members to build teamwork.
6. Create business letters, reports and financial records.
7. Use technology to perform tasks, processes and to submit information.
8. Demonstrate proper telephone techniques.
9. Identify responsibilities to schedule meetings and conferences.
10. List methods of records management and how to apply alphabetic indexing rules.
11. Identify methods of information creation, storage, and output.
12. Develop an effective procedure to handle incoming and outgoing mail.
13. Explain a one-page itinerary and expense report.
14. Develop a strategy for a successful job search.
15. Discuss traits of effective leaders.
16. Identify customer service strategies.

Student Learning Outcomes –

Students completing this course will demonstrate mastery of Office Procedures by:

1. Defining key terms unique to Office Procedures using various applications.
2. Demonstrating how to create, store and manage electronics files and business documents.
3. Demonstrate ethical behavior in a diverse team environment as well as with customers through effective communication.
4. Demonstrate how to use office technology and problem solve in an office environment.

Teaching Methods:

- Lecture/Demonstration/Practice from text material and videos: Important material from the text and outside sources may be assigned weekly.
- STUDENTS MUST PURCHASE MINDTAP from Cengage.
- Discussion on the class blog is encouraged. Outside material relevant to topics being covered may be provided as appropriate.

NOTE: Video links may be provided on the blog to enhance the learning experience for the material covered during the week.

- Assignments: Chapter readings in MindTap
- Quizzes: Course begins with a syllabus quiz. Each chapter ends with a quiz.
- Simulation: Critical thinking project engages students in higher-level processing skills such as application, analysis, and synthesis.

Grading:

Your final grade will be determined by total points. If your final score is 89.99 your final grade will be a B. Please review your points especially at the end of the class. Final grades will not be rounded.

Quiz average:	60%	Quizzes are graded in MindTap and assigned points.
Simulations:	30%	Simulation is partially graded in MindTap and partially graded by the instructor.
Participation:	10%	Participation is objectively determined by the instructor based on student activity on the class blog, by email and/or Zoom communications, by following instructions, by meeting deadlines, by communicating with teacher as soon as problems arise, by turning in complete assignments, by asking appropriate questions when necessary, by 'attending' class regularly, etc.

Course Policies:

- **CIS 149 DOES NOT USE CANVAS EXCEPT FOR “APPSTREAM VIRTUAL DESKTOP”.** (see page 1)
- Go to [MindTap browser check](#) to have your browser checked. You must update your computer browser accordingly.
- All browsers (except Safari) should work for this course, but if you run into trouble with one browser, try another browser.
- MindTap [System requirements check](#).
- Become familiar with my [website](#). There is a lot of information on my website for you to use.
- Call Cengage Support if you have trouble with SAM. 1-800-354-9706.
- Watson’s Golden Rule for Browsers: If something doesn’t work in one browser, try another browser.
- If *MindTap* isn’t loading, be sure to visit [Techcheck \(https://techcheck.cengage.com\)](https://techcheck.cengage.com) to see if there is an outage.

Attendance and Participation:

- You are expected to participate every week by following instructions in MindTap and in the weekly schedule.
- Weekly schedules are posted on my website. I will also post them on the class blog.
- **It is your responsibility to follow the weekly schedules.**
- All assignments are in MindTap, but I reserve the right to send assignments outside of MindTap by email instructions or email attachments.
- When you finish an assignment, it is recorded in MindTap unless I have sent an assignment by email outside of the MindTap platform.
- You are expected to complete your assignments every week. This is how class ‘attendance’ is monitored – even though this may be an online class. If you do not finish the weekly assignment(s), you will be considered ‘absent’.
- It is your responsibility to communicate with me regarding your ‘attendance’. **If you miss 4 assignments in a row, you may be dropped; BUT DROPPING IS ULTIMATELY YOUR RESPONSIBILITY.**
- **It is also your responsibility to keep track of your work by using using the tools I provide for what to do, when to do it, and when it is due. I reserve the right to provide weekly schedules for this.**
- The syllabus and weekly assignment schedules are subject to change to accommodate the pace of the class group.
- Please be considerate of others and do your part to make this class a success: be prepared and be ‘on time’.

Software for CIS 149:

- This class is intended for Windows computers and Office 365 for Windows software. The ‘paid for’ Office 365 subscription works best because it includes MS Access. If you are using the ‘free’ version or cloud version of Office 365, it does not have the MS Access application.
- If you do not have Office 365 software, use Canvas for “AppStream Virtual Desktop” for Office 365 software. It will allow you to use the MS Access application if needed.
- MAC users must have Office 365 for Mac. If you do not have Office 365 for Mac, use Canvas for “AppStream Virtual Desktop” for Office 365 software. This connects you to the software on campus.

- Office 365 for MAC does not have the Microsoft Access application. Therefore, MAC users will need to use Canvas for “AppStream Virtual Desktop” for Office 365 software on campus when it comes time to do Microsoft Access assignments.
- Whatever does not work on your home or work computer, use Canvas for “AppStream Virtual Desktop” for Office 365 to connect to software on campus.

RELIABLE High-Speed Internet Required.

- Students must have access to high speed, reliable Internet connection for home use.
- Home users should hard wire computers to a modem or router to prevent dropped signals.
- If you are dropped out of a quiz, you will receive the grade as determined at that point in time.
- Crashed computers or software problems are not excuses for late or missing assignments, quizzes, or exams.

No Printing Policy:

- NO PRINTING for this class other than if you want to print your weekly schedules for assignments.
- Back up all files by saving them in the Documents folder on your home computer and to a USB disk.
- You should have two copies of your files in two separate places at all times.
- Do not work in the cloud, but you may use the cloud for backup.

Assignments:

- Assignments include:
 - 1) reading and completing textbook readings in MindTap.
 - 2) MindTap quizzes.
 - 3) 1 simulation project

Follow Weekly Assignment Schedules:

- Weekly assignment schedules are on Watson’s website.
- Follow assignments in the order written. Do not skip around.
- Following the schedules is key to your success in this class.

Due Dates:

- Due dates are listed in the weekly assignment schedules and in MindTap.
- Late work is not accepted.

Academic Dishonesty:

- Plagiarism and cheating are serious offenses and may be punished by failure on exam, paper or project; and/or failure in the course; and/or expulsion from Orange Coast College.
- For this class, it is permissible to assist classmates in general discussions of computing techniques. General advice and interaction are encouraged. Each student, however, must develop his or her own solutions to the assigned projects, assignments, and tasks.
- Students may not use or copy other students’ files. This is considered cheating. You may ‘work together’ on graded assignments but you must do your own work.

- If you use other students' files, this is CHEATING and is cause for an F grade and expulsion from the course and/or OCC.

Need Assistance?

- If you have any condition, such as a physical or learning disability, which will make it difficult for you to carry out the work as I have outlined it or which will require academic accommodations, please notify me as soon as possible.

Email:

- Use email to communicate with me regarding personal matters, things that should not be posted on the class blog.

Class Blog:

- Blogger is used for questions and discussions.
- AFTER CLASS BEGINS, DO NOT EMAIL GENERAL CLASS QUESTIONS TO ME. Use Blogger for your questions so that other students will have the opportunity to see my answers and to answer questions, too.
- A Blogger invitation will be sent to your personal email address to join Blogger and begin participating with your questions and answers.

Other Policies:

There may be other Orange Coast College policies that apply to this course. [See Course Catalog.](#)

How Do You Proceed from Here?

- It will take a week for you to become familiar with the routine. Relax...There will be time for everything if you follow the weekly schedules.
- Follow the steps on the next page to continue in the course.

Continued on next page...

First Day Steps to Follow:

1. Complete the Syllabus quiz that was sent to your email. (It's a Google form quiz, so don't forget to type in your first and last name as registered.) Submit quiz for grading. Otherwise, I won't see it.
 2. This is the link to my website. Go to the site and add it to your favorites or bookmark it.

<https://watsonsworld.com/>
 3. Click on links on my homepage to familiarize yourself with the website and where to find things for CIS 149.
 4. Watch a short presentation about the class: [CIS 149 Orientation](#).
 5. Read about [MindTap](#) on my website.
 6. QUESTIONS? Post them on the class blog. (Check your email for an invitation sent by Blogger – or Google. If you don't see it, check your spam or trash folders.)
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