OFFICE TECHNOLOGY INFORMATION 2500
Professional Office Capstone
3 credit hours

This is an information sheet only, not the course syllabus.

COURSE DESCRIPTION
Capstone course designed with an emphasis on the professional role of the office support staff. Focus is on technological advances, decision making, and problem-solving skills. Trends in electronic mail, calendaring, and scheduling will be presented. Includes collecting and presenting data, utilizing software application, maintaining financial records, developing telephone techniques, arranging travel plans, and organizing conferences. Prerequisite: Office Technology Information 1110, Office Technology Information 1130 and Office Technology Information 1200; all with a grade of C or better or equivalent or consent of instructor. (3 credit hours)

REQUIRED AND RECOMMENDED COURSE MATERIALS
Please follow the instructions below to locate information on the textbook and other materials for this course.

1. From COD home page, click on myACCESS.
2. Click on Search for Credit Classes.
3. From the Term drop-down box select the term.
4. Choose your course from the Subjects drop-down menu.
5. In the Course # field, enter your course number.
6. In the Section field, enter the course section number if known.
7. From the Course Types drop-down menu select Internet/Online.
8. Scroll to the bottom of the page and click on SUBMIT.
9. Click on the Section Name and Title link.
10. Click on Click here for prices of required textbook(s) and supplies and course material information will be displayed.

Alternatively, you can visit the COD Bookstore website to find this information.

COURSE OBJECTIVES
Upon successful completion of the course the student should be able to do the following:

- Demonstrate characteristics required of successful office support personnel
- Implement critical thinking, decision making, and problem solving skills
- Demonstrate professional techniques of handling written and oral communication responsibilities
- Perform the planning and follow-up responsibilities associated with meetings, conferences, and conventions
• Perform the planning and follow through of domestic or international travel
• Demonstrate appropriate electronic file management practices
• Prepare, maintain, understand, and interpret internal financial records
• Prepare, format, and process business documents
• Demonstrate professional techniques in handling responsibilities associated with the business office including specialized industries
• Perform research and prepare informal business reports
• Prepare and deliver presentations
• Prepare and deliver an oral presentation

GRADING CRITERIA
All work will be evaluated on the following criteria:
• Document format, creativity, presentation of ideas, grammar, punctuation, and spelling.
• Work is completed the first time in acceptable format. Work may not be resubmitted for a higher grade.
• Directions are followed.
• Work has been completed by the due date.
• All assignments must be completed.
• Students will prepare and present a Professional Portfolio to the instructor during a face-to-face or online-delivered meeting. The meeting will be scheduled with your instructor. Failure schedule or present your portfolio will result in a loss of points and possibly a lower final grade. Assume every assignment will be required for the Professional Portfolio. Please save all your work.

GRADING SCALE
Grading is based on a points-earned system.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>90 – 100%</td>
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<tr>
<td>B</td>
<td>80 – 89%</td>
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<tr>
<td>C</td>
<td>70 – 79%</td>
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<tr>
<td>D</td>
<td>60 – 69%</td>
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<tr>
<td>F</td>
<td>0 – 59%</td>
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SATISFACTORY/FAIL OPTION
The S/F grade option is available to students in this course. Contact the instructor or refer to the syllabus for details and conditions.

INCOMPLETE GRADE POLICY
If you may find that you are unable to complete the course by the end of the semester for some unavoidable reason you may request an Incomplete grade. Contact the instructor or refer to the course syllabus for details.