I. **Title:** OFFICE INFORMATION SYSTEMS

II. **Catalog Description:** This course provides an overview of office systems emphasizing the interrelationship of people, technology, and procedures as they impact productivity.

III. **Purpose:** This course is designed to enable students to develop knowledge and skill in numerous office procedures and tasks involved in functioning efficiently in the day-to-day operation of an office.

IV. **Course Objectives:**

   **General**
   The student is expected:
   1. To become aware of numerous procedures and tasks incorporated in an office operation
   2. To gain proficiency in the execution of those procedures and tasks
   3. To grasp the importance of personal attributes in successful office operations

   **Specific**
   Upon completion of this course, students should be able to:
   1. Use the computer to support decision-making and problem-solving tasks (6)
   2. Use the applications software program Word 2002 to perform specific tasks/applications and/or produce documents with proficiency (6)
   3. Work well with other people and be aware of the importance of good interpersonal skills (6)
   4. Set realistic work goals (6)
   5. Organize work in a timely fashion (6)
   6. Set and follow priorities and adjust them as needs change (6)
   7. Make intelligent decisions regarding office matters/procedures when presented with several alternatives (6)
   8. Proofread accurately completed documents (6)
   9. Transcribe in mailable form letters/memos from machine transcription (6,15)

VII. **Course Outline:**

   A. Professional Office Profession
      1. Understanding Your Profession
      2. Critical Support Responsibility
      3. Building Your Confidence
B. Keyboarding Skill Development
   1. Letters (all styles)
   2. Memorandums
   3. Manuscripts
   4. Reports
   5. Composition and rough drafts
   6. Proofreading ability
   7. Timed writings and production

C. Machine Transcription

D. Office-Related Exercises

VII. **Instructional Activities:** Lectures, class discussions, case problems, and application of correct techniques constitute the majority of classroom activities.

VIII. **Field and Clinical Experience:** None

IX. **Resources:** Chalkboard, computer projector, and handouts.

X. **Grading Procedures:**
   A. Office Procedures Tasks
      1. Final 15%
      2. Office-Related Exercises 25%
      3. Transcriptions 10%

   B. Skill Development
      1. Timed Writings 25%
      2. Production 15%
      3. Transcription Production 10%

The timed writing rate will be an average of no less than six (6) timed writings taken during the last six weeks of a semester and shall reflect NWPM. Six (6) proofreading tests will be given. The two scores will be averaged for the timed writing grade. NO TIMED WRITING AND/OR PROOFREADING TEST WILL BE ACCEPTED OTHER THAN THOSE PERFORMED DURING REGULARLY SCHEDULED CLASS PERIODS. TIMED WRITINGS ARE ONLY VALID IF THERE ARE FIVE ERRORS OR LESS. The following scale is to be used in determining the timed writing portion of the final grade:

A=68 & up  B=61-67  C=54-62  D=47-53  E=46 & lower

To earn a grade of “C” or above in this course, one must meet at least the “C” standard for timed writings, regardless of grade average in other areas of work. The production rate will be an average of all production work done during the last six (6) weeks of a semester. The following scale is to be used in determining the production of the final grade:

A=46 & up  B=45-41  C=40-35  D=34-28  E=27 & below
XII. Attendance Policy:
1. **Regular attendance is expected.**
2. Assignments are to be completed by assigned due dates; **each day late will reduce the value of each page ten points.**
3. The instructor on a circumstantial basis will excuse absences when written proof is provided.
4. **Unexcused absences will not permit make-up work or tests.**
5. **Too many absences will affect** final grade.

XIII. Text, References, and Supplies:

**Texts:**

**Supplies:**
2 3½” diskette

**Suggested:** *Gregg Reference Manual*

XIV. **Prerequisite:** OSY 210 with minimum grade of C.

XV. **Academic Dishonesty Policy:**
It is the policy of the College of Business and Public Affairs that (1) **all instances of academic dishonesty will receive appropriate punitive action from the faculty member in whose class such dishonesty occurs AND (2) the names of students involved in acts of dishonesty will be reported in every instance to the Dean.**

Read the College’s complete Academic Dishonesty Policy that is posted on the wall of all classrooms or refer to the following website.

[http://www.murraystate.edu/cbpa/PDF/Honesty.pdf](http://www.murraystate.edu/cbpa/PDF/Honesty.pdf)

XVI. **Other:** This syllabus may change as the semester progresses. Students will be informed of these changes during class. **E-mail does not count as contacting the instructor.**

Students who have a disability should inform the instructor as soon as possible.

**Applications Tests Diskettes – Procedures:** Your applications test diskette(s) are an integral component of the testing process. The instructor will hold these diskettes for a period of 14 calendar days from the date of the Test for your review. You must examine your diskette(s) during this period if you wish to appeal your grade on the exam. After the 14-day period, the diskettes will be erased unless you have appealed that grade. Diskettes will be maintained only if you have unresolved questions. Once the diskette is erased, you will be able to use the printed portion of the test only for a grade appeal. Each instructor will keep a log of students reviewing their diskettes. **This is a change from the standard Murray State University grade appeals policy.**