

Course Outline

Orangeburg-Calhoun Technical College

Orangeburg, South Carolina

BUS 268

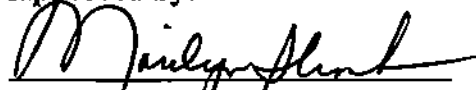
Special Projects in Business

General Business Capstone Course

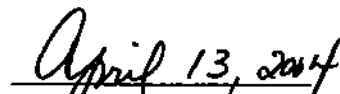
Developed by: Marilyn S. Amaker
Revised by: Marilyn S. Amaker

Date: March 1998
Date: April 2004


Approved by:



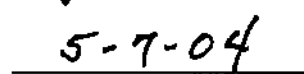
Faculty Member



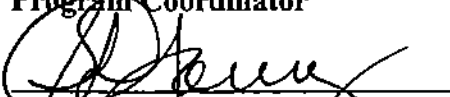
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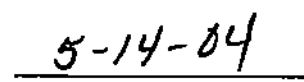
Program Coordinator



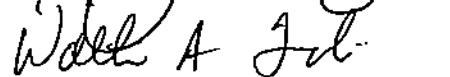
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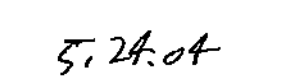
Group Director



Date



Vice President for Academic Affairs



Date

SPECIAL PROJECTS IN BUSINESS - BUS 268

Credit Hours: 3.0
Lecture Hours: 2.0
Lab Hours: 3.0
Contact Hours: 5.0

Instructor's Name:
Instructor's Office Building /Number:
Instructor's Telephone:
Instructor's E-Mail Address
Instructor's Office Hours:

COURSE DESCRIPTION: This course includes research, reporting and special activities for successful employment in the business world. Special Projects in Business is the culminating educational experience for General Business students. This Senior Capstone Course will utilize actual workplace experiences to integrate the students' business knowledge and skills with real world learning. Proper work ethics and appearance will be a requirement.

PREREQUISITES: ACC 101, BAF 101, BUS 101, BUS 140, CPT 174, LEG 121, MGT 240, MGT 270 and MKT 101

CO-REQUISITES: MGT 201

WHY TAKE THIS COURSE? The ability to bridge the gap between theoretical classroom learning and real world experiences is essential to successful employment. This course allows students to relate their classroom learning to the workplace. In addition, this course gives students the opportunity to meld soft skills such as communication, problem solving, teamwork, and leadership skills with technology in a seminar and work-based experience.

REQUIRED TEXTS:

- Business Dynamics, Second Edition by Karen Iversen, Heald Colleges, Prentice Hall Publishing Company
- Creating Your Career Portfolio: At a Glance Guide for Students, Second Edition by Anna G. Williams and Karen J. Hall, Prentice Hall Publishing Company

OTHER MATERIALS REQUIRED: Planner/Organization System, blue or black ballpoint pens, 1- 3½" IBM formatted diskette (labeled), a three-inch ring binder (or zippered, 3-ring notebook), sheet protectors, extra-wide 3-ring tabs with labels and Addendum to Employee Manual (attached).

OTHER REQUIREMENT(S):

- Professional business attire is required for each class meeting and planned activity. (See Course Policies attached)

- Students in Free Enterprise (SIFE) – SIFE is a global, nonprofit organization that provides students the opportunity to develop leadership, teamwork and communication skills through learning, practicing and teaching the concepts of free enterprise. SIFE gives students the tools to learn the free enterprise system in a real working situation. SIFE Teams teach important concepts through educational outreach projects, including market economics, entrepreneurship, personal and financial success, and business ethics to better themselves, their communities and their countries. More information can be found at <http://www.sifeusa.org>

Special Projects in Business students are required to join the SIFE Team at OCtech and log a minimum of 10 hours during the semester on SIFE Team projects.

ATTENDANCE POLICY: Students are expected to attend all class sessions. Record keeping for attendance purposes will begin with the first day the class meets. If a student must be absent, it is that student's responsibility to notify the instructor as quickly as possible of the absence. Students are responsible for making up all work missed as a result of the absence.

Enrollment in a course at OCtech obligates the student for prompt completion of all work assigned, for punctual attendance and for participation in whatever class discussion may occur. It is the student's responsibility to stay informed of all assignments made and stand tests and examinations, which are assigned by the instructor.

COURSE WITHDRAWAL POLICY: Students who attend classes after the published add/drop period and later decide to discontinue enrollment in any or all classes will be required to complete and submit the necessary paperwork to withdraw from courses at Orangeburg-Calhoun Technical College. **It is the student's responsibility to complete all requirements for official withdrawal from classes. Failure to complete and submit required documentation to the Student Records Office will result in a failing grade of F in any or all courses.**

CLASSROOM BEHAVIOR: Discussion and expression of all views relevant to the subject matter is recognized as necessary to the educational process, but students have no right to interfere with the freedom of instructors to teach or the rights of other students to learn.

The instructor sets the standards of behavior acceptable in the classroom by announcing these standards early in the term. If a student behaves disruptively in class after the instructor has explained the unacceptability of such conduct, the instructor may dismiss the student for the remainder of that class period.

PAGERS AND/OR CELLULAR PHONES: Before entering the classroom, all electronic devices should be set on silent mode so that the class is not disturbed. Devices unequipped with silent mode should be turned off before entering the classroom.

ACADEMIC HONESTY: All forms of academic misconduct including, but not limited to, cheating on tests, plagiarism, collusion, and falsification of information will call for discipline. Alleged violations will be handled according to the procedures presented in Section IV.B.

GRADING SYSTEM: The final grade will be determined as follows:

Work Experiences -----	400 Points
<i>(Includes Job Shadowing Assignment(s)* – 100 Points)</i>	
Workshops/Seminars & Related Activities -----	200 Points
<i>(Includes Workshop/Seminar Presentation* – 100 Points)</i>	
Professionalism & Class Participation*-----	100 Points
<i>(Includes attendance, attire, work etiquette, work ethic, etc.)</i>	
Portfolio* -----	100 Points
Community Service Project* -----	100 Points
Mock Job Interview* -----	100 Points
	<u>1000 Points</u>

*Completion of each of these components is a requirement of the course and must be successfully completed in order to earn at least a C in the course.

GRADING POLICY: The following scale will be used in determining final grades:

- A = 90 – 100 (900 – 1000 points)
- B = 80 – 89 (800 – 899 points)
- C = 70 – 79 (700 – 799 points)
- D = 60 – 69 (600 – 699 points)
- F = Below 60 (below 600 points)

A grade of "C" or better is required for completion of this course. A "D" may be given to give the student the benefit of one quality point, but the course **MUST BE REPEATED** for graduation.

MISSED WORK: Homework, projects, and other assignments will not be accepted after the due date. All assignments are due at the beginning of the class period. Failure to turn in assignments on due date will result in a grade of "0" for that assignment.

ABSOLUTELY NO FOOD OR DRINKS ARE ALLOWED IN CLASSROOM.

CLASS SCHEDULE:

Orientation	1 Week
Seminars & Workshops, Work Experiences and Related Activities	14 Weeks
Reporting/Evaluation	1 Week

COURSE OBJECTIVES:

1. To bridge the gap between theoretical classroom learning and real world learning experiences through work experience assignment(s).
2. To improve leadership skills through team activities.
3. To allow students to meld soft skills through group activities and assignments.
4. To promote student development through workshops.
5. To emphasize proper work ethics.
6. To emphasize professional dressing.
7. To promote community service.

Learning Activities

Work Experiences
Workshops/Seminars/Training Sessions & Related Activities

WORK-RELATED EXPERIENCES:

1. Office Simulation – Students assume a trainee position for *Class Arrivals* Company “working” in a simulated office environment. They use the company’s *Employee Manual*, along with the *Addendum to the Employee Manual*, as they rotate through selected departments within the organization during the semester. Company departments are:

- Human Resources
- Mail Room
- Accounts Payable
- Research and Development
- Sales and Marketing
- Accounts Receivable
- Accounting
- Information Systems
- Legal
- Executive Offices

2. Job Shadowing Experience(s)

WORKSHOPS/SEMINARS/TRAINING SESSIONS:

Students will attend various professional development training sessions. Each student will be required to conduct a seminar using current technology. Using current issues of concern, suggested seminar topics include, but are not limited to:

- Attitude
- Assertiveness
- Business Ethics
- Communication Skills
- Conflict Resolution
- Critical Thinking
- Cultural Diversity
- Customer Relations
- E-mail
- Goal Setting
- Health & Grooming
- Job Hunting Skills
- Personal Finance
- PowerPoint
- Professional Dressing
- Self-esteem
- Sexual Harassment
- Social Graces
- Stress Management
- Teamwork
- Telephone Etiquette
- Time Management
- Work Etiquette

COURSE COMPETENCIES & MEASURABLE OUTCOMES

1. Demonstrate ability to produce **professional results** in an “office setting.”
2. Compile a portfolio of their finished work.
3. Develop a professional resume.
4. Show evidence of networking skills.
5. Demonstrate ability to work effectively in teams.
6. Demonstrate ability to think critically.
7. Demonstrate proper work etiquette.
8. Plan and complete a service learning/community service project.
9. Demonstrate understanding and importance of ethical issues in an office setting.
10. Complete internship or job shadowing project.
11. Complete mock job interview.
12. Demonstrate understanding of business professional and business casual dress.
13. Demonstrate proper dining etiquette.
14. Demonstrate ability to make a presentation using current technology.
15. Demonstrate initiative.
16. Register with the College Job Placement Office.
17. Demonstrate good interpersonal skills
18. Demonstrate proper telephone technique
19. Demonstrate proper use of office technology (e-mail, computer, fax, scanner, projection equipment, etc.)
20. Demonstrate proper time management
21. Demonstrate ability to efficiently and effectively conduct research.
22. Demonstrate good customer service skills.
23. Demonstrate good communication skills.

Course Policies

This Senior Capstone Course will utilize actual workplace experiences to integrate your business knowledge and skills with real-world learning. Proper work ethics and appearance will be a requirement. For successful completion of this course, students are expected to do the following:

1. Attend and participate in all class sessions.
2. Dress properly for each class meeting. Students who are not dressed properly will be required to change before coming to class. Each day students will be required to dress either (1) Business Conservative, (2) Business Professional or (3) Business Casual. The following are guidelines. This topic will be discussed in detail at the beginning of the semester.
 - ❑ Ladies
 - Business Conservative – Dark business (skirt) suit, blouse, top, hose, conservative dark shoes (closed toe and heel) in good repair
 - Business Professional – Business (skirt or pant) suit, blouse, top, and hose
 - Business Casual – Business separates, khakis, flat shoes, trouser socks or hose
 - No jeans, denim fabrics, wind suits, sweat pants, sandals or slides of any kind, visible tattoos or body piercing (nose rings, tongue rings, etc.) or excessive jewelry (e.g., no more than one ring on each hand and one earring in each ear)
 - ❑ Men
 - Business Conservative – Dark business suit, white or light-colored shirt, tie, socks, conservative dark shoes in good repair
 - Business Professional – Suit, shirt, tie, socks
 - Business Casual – dress slacks, khakis, crew-neck or turtleneck sweaters, loafers, a blazer or sport coat is optional
 - No jeans, wind suits, sweat pants, sandals, visible tattoos or body piercing (earrings, nose rings, tongue rings, etc.) or excessive jewelry (for example: no necklaces and no more than one ring on each hand)
 - Neat haircut, no head gear
3. Arrive for class on time and prepared to work.
4. Participate positively in any discussions and/or activities.
5. To submit assignments in a professional way (typed, neat, grammatically correct, properly bound, etc.)
6. To exhibit honesty and integrity (no cheating or plagiarism).
7. To sign in and out properly on timesheet. Roll will be recorded based on daily timesheet entries and/or Professional Development sign-in sheets.

PROFESSIONALISM & CLASS PARTICIPATION

The following is a list of point deductions for various negative behaviors. At the end of the semester, the total points accumulated will be deducted from your Professionalism & Class Participation Grade (up to 100 points maximum).

Name _____

For the Month of _____, 200__

Behavior	Point Deduction (per offense)	Cumulative Point Deduction	Date(s)	Comments
Computer or monitor left on	-3			
Created unsafe work condition (doubles after first offense)	-5			
Tardy	-5			
Excessive Absence (beyond number allowed per policy)	-10			
Incomplete time sheet	-3			
Not prepared for work (without necessary materials)	-3			
Cell phones or pagers turned on	-3			
Total				

BUS 268 – Special Projects in Business Addendum to Employee Training Manual

Introduction

Welcome to your training experience with the Company. This Addendum to the Employee Manual was developed as an information resource to address common questions and concerns. Although the policies contained in this addendum will be discussed during the “New Employees Orientation”, it is each new employee’s responsibility to ensure understanding of these policies. If you have additional questions, please contact your supervisor or Human Resources.

You may receive updated information regarding these policies from time to time.

Work Schedules

The exact hours of operation will be announced by your supervisor. Tuesdays and Thursdays are counted as 1.5 hours; Mondays and Fridays are counted as 1.0 hour.

Attendance Policy

Regular attendance is essential to the Company’s efficient operation and is required for continued employment. When employees are absent, schedules must be altered, customer service commitments are jeopardized and other employees must assume the added workload.

- Employees are expected to report to work as scheduled and on time.
- Employees must sign in and out each day.
- Employees should complete the total hours worked column and sign the timesheet at the end of each week.

Dress and Grooming

All employees are expected to dress in a way that projects a positive image of the Company to customers, vendors, and the public. The Company will observe Business Professional or Business Casual attire. Employees must use good judgment in determining what is appropriate. Clothing should be neat and clean at all times. Your supervisor will distribute a schedule at the beginning of your training period. Employees should keep in mind that the situation may dictate Business Professional attire on a day designated as Business Casual (e.g., you are a workshop presenter).

Hairstyles, make-up, accessories, facial hair and personal hygiene should contribute to the professional image of the Company.

A workshop on appropriate work attire will be a part of your orientation.

Identification Badges

All employees are required to wear identification badges at all times.

Leave policy

Employees are entitled to five hours of annual leave and five hours of sick leave during the training period. Any leave taken beyond the total allowed should be made up timely, as agreed with the supervisor. (See Annual Leave & Sick Leave below)

Planned & Unplanned Leave Requests

- **Planned Absence** – A leave form should be properly completed at least one week prior to your absence and submitted to your supervisor.
- **Unplanned Absence** – The employee must call in immediately to notify the supervisor of the absence. If supervisor is unavailable, a voice mail message should be left. An e-mail message is also acceptable. Failure to properly notify your supervisor will be ground for discipline and continued violation of this policy may be ground for termination. The employee must complete a leave form no later than the day of his/her return to work.

Annual Leave

Annual leave may be used at the employee's discretion for additional holidays, personal days, funeral leave, etc. New employees accumulate annual leave as follows during the training period:

- The employee will accrue annual leave at the rate of one hour per month for a total of 5 hours.

Sick Leave

Sick leave is provided for illness of the employee, spouse, and children. New employees accumulate sick leave as follows during the training period:

- The employee will accrue sick leave at the rate of one hour per month for a total of 5 hours.

Vacation

All new employees will receive one-week vacation during their training period. All trainees will be required to take their five consecutive-day vacation at the same time. The vacation schedule for trainees will be distributed each January.

Holidays

The Company will observe the following holidays:

- New Year's Day
- Dr. Martin Luther King, Jr.'s Birthday
- Memorial Day
- Independence Day
- Labor Day
- General Election Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Day
- Day after Christmas
- New Year's Eve

In the event that one of these holidays falls on a weekend, the Company will observe the preceding Friday or the following Monday.

Equal Employment Policy

It is the policy of the Company to provide equal opportunity for all qualified persons. This Company will not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, veteran status, disability, or any other protected status.

This policy applies to recruitment and placement, training, transfer, retention and all other details and conditions of employment.

Inclement Weather Policy

If ice, snow or other inclement weather conditions force the closing of the company, public announcements will be made over local radio and television stations. If a closing announcement is not made, then we will be open.

Termination

Employees who voluntarily resign from the Company are asked to give at least two weeks written notice. This notice should briefly describe the reason for leaving and the effective date.

Drug & Alcohol Policy

The Company realizes that the misuse of drugs and alcohol impairs employee health and productivity. Drug and alcohol problems result in unsafe working conditions for all employees and customers.

The sale, possession or consumption of alcoholic beverages and/or narcotics, hallucinogens, stimulants, marijuana and/or any illegal substances are specifically prohibited. Violations will be reported to the proper law enforcement officials for prosecution. All prosecuted will be subject to the courts of this state. No one under the influence of alcohol or other drugs will be allowed to remain on the premises.

Smoking Policy

The Company maintains a non-smoking policy within the office. Employees should use those areas designated for smoking.

Office Equipment

- Office Area – Proper care should be taken of all office equipment in order to ensure continued performance. This equipment includes computers, laser printer, fax machine, adding machine and scanner. Be sure to properly shut your equipment down at the end of the day or as directed by your supervisor.

Each workstation is equipped with the following:

- ⇒ Computer System
- ⇒ Calculator
- ⇒ Telephone

- Conference Center – Proper care should be taken of all equipment in the Conference Center to ensure maximum performance. This equipment includes computer system, VCR, projector, and screen. Be sure to properly shut equipment down at the end of the day.

Telephone and Computer Use Policy

Telephones and other equipment are for business purposes only. Because the telephone and e-mail systems are owned by the Company at the Company's expense, all documents sent or received by these systems are Company documents. The Company reserves the right to access and review messages that you send or receive on the voice mail or e-mail systems. Employees should be aware that "deleted" messages are not actually deleted from the system. Abuse of company equipment for personal use will be grounds for disciplinary action, including termination.

Supplies

Office supplies are for business use only. Each workstation is equipped with the following:

- Calendar
- Eraser
- Message pads
- Mouse pad
- Stacking organizer trays (2)
- Paper clips
- Post-it notes
- Rubber bands
- Ruler
- Scissors
- Stapler
- Whiteout

Additional Supplies are located in the supply cabinet.

Copying

Copying is available for business use only.

- The fax machine in this office is available to make minimal copies only.
- The copier in Building C is set up for larger jobs. (See supervisor for code.)
- Big jobs should be sent to the Print Shop.

Mailboxes

Mailboxes are located in the work area behind the file cabinets. Check your mailboxes daily for important material.

Bulletin Board

Check bulletin board daily for important announcements and information. Bulletin board is located in the work area.

Resource Area

Resource books are located on the bookshelf in the supervisor's office. The supervisor also has a collection of videos, games and other resources that are available for your use upon request.

E-mail Account

Check your e-mail several times daily. Much of the communication with your supervisor will be via e-mail.

Recycling

Recycle whenever possible using the recycle bin. Do not put any plastic or glued material in the recycle container.

Communicating with the Public

It is important to project a positive image when dealing with the public. The following guidelines are intended to ensure that employees stay focused when dealing with the public.

- Be pleasant and courteous while providing superior customer service in the most efficient way possible.
- Be empathic to the customer's request or concerns. Show genuine interest in trying to resolve the complaint or issue. If you are unable to help the caller, forward him/her to the appropriate person.
- Each week two trainees will be assigned responsibility for answering the telephones. Your supervisor will distribute rotation schedule. Answer phone calls on the second or third ring.

Safety

For the safety of all workers and visitors, please follow safety precautions. This includes operating equipment properly and cautiously to keeping chairs, trash baskets, bags and other items out of the aisles.

- If you see an accident or safety violation, please report it to your supervisor immediately.
- If there is a serious accident, dial 911 and make a report immediately.
- In case of fire, call 911 or 535-1336. Fire extinguishers are located in work areas (Office & Conference Center).

Sexual Harassment

It is the policy of this company that any verbal or physical conduct or behavior which constitutes sexual harassment (as defined by Title VII of the Civil Rights Act of 1964) will not be tolerated.

Sexual harassment is defined as any "unwelcomed sexual advances or conduct." Any employee who feels that he/she has been a victim of sexual harassment should contact your supervisor immediately.

Workplace Security Policy

The Company is committed to providing a safe and secure work environment. Firearms are strictly prohibited on the premises. The only exception is for law enforcement personnel. Failure to comply with this policy will result in disciplinary action up to and including termination.

All visitors are asked to check in with the receptionist.

Office Etiquette

All employees are expected and required to conduct themselves in a professional manner. Any conduct that is deemed inappropriate may have a negative consequence. Repeated inappropriate conduct will result in disciplinary action up to and including termination.

No food or drink is permitted in the office area or Conference Center. Please use the canteen for lunch, breaks, etc.

Discipline Policy

It is the intent of the Company to be fair in resolving problems that may arise. Some violations may require Progressive Corrective Action, while others may require Immediate Termination.

Progressive Corrective Action

The procedure for progressive corrective action is (1) Oral Warning; (2) First Written Warning; (3) Second Written Warning; (4) Final Written Warning; and (5) Termination.

The following types of behavior could result in progressive corrective action.

- Excessive absenteeism or tardiness
- Poor attitude or cooperation
- Abuse of work time
- Failure to comply with dress and/or grooming standards
- Poor work performance

Immediate Suspension/Termination.

- Damaging or destroying Company property
- Dishonesty
- Disorderly conduct
- Divulging confidential Company information
- Endangering others through unsafe behavior such as horseplay
- Excessive rules violations
- Fighting
- Harassment of another employee
- Insubordination
- Possession of firearms, alcohol or drugs on Company property
- Reporting to work under the influence of alcohol or drugs
- Theft
- Unauthorized removal of Company property
- Violation of safety rules

Other forms of improper behavior not listed above could result in Progressive Corrective Action or Immediate Suspension/Termination. The disciplinary action taken in any case may vary depending on the seriousness and severity of the violation.

Appeals

Employees can appeal any disciplinary action by using the complaint resolution procedures.

Disciplinary Records

Disciplinary records will become a part of the employee's personnel file.

Disciplinary Warning

Employee Name _____

Incident Date _____

Employee I.D. _____

Warning Date _____

Other Information _____

Prior Warning Date _____

Reason for Warning

Rules

- Violation of Company Policy
- Violation of Safety Rules
- Violation of Work Rules
- Other _____

Attendance

- Excessive Absence
- Excessive Tardiness or Leaving Early
- Other _____

Type of Warning

- Verbal Warning
- First Written Warning
- Second Written Warning
- Final Written Warning

Supervisor Comments

Employee Comments

I understand that similar violation of company policy will be cause for further discipline up to and including termination.

Employee Signature/Date

Supervisor Signature/Date

New Employee Agreement

I understand that this training period is probationary. A permanent position with this company depends on my performance during this time. At the end of the training period, my supervisor will make one of recommendations below. This recommendation will be based on attire, attitude, quality of work, timeliness of work, attendance, workplace etiquette, interpersonal skills, willingness to learn, teamwork, work ethics, etc.

- I recommend _____ for a permanent position without reservation.
- I recommend _____ for a permanent position with some reservation.
- I recommend _____ for a permanent position with serious reservation.
- I do not recommend _____ for a permanent position.

Name (Printed)

Date

Signature

Date