



**ACED 4020A--VIRTUAL OFFICE TECHNOLOGY
(3 CREDITS)
SPRING 2014**

Valdosta State University

College of Education (COE) -- Department of Adult and Career Education (ACED)

COE CONCEPTUAL FRAMEWORK: GUIDING PRINCIPLES

(Adapted from the Georgia Systemic Teacher Education Program Accomplished Teacher Framework)

Dispositions: Productive dispositions positively affect learners, professional growth, and the learning environment.

Equity: All learners deserve high expectations and support.

Process: Learning is a life-long process of development and growth.

Ownership: Professionals are committed to, and assume responsibility for, the future of their disciplines.

Support: Successful engagement in the process of learning requires collaboration among multiple partners.

Impact: Effective practice yields evidence of learning.

Technology: Technology facilitates teaching, learning, community building, and resource acquisition.

Standards: Evidence-based standards systematically guide professional preparation and development.

Positively Impacting Learning through Evidence-Based Practices

COLLEGE OF EDUCATION CONCEPTUAL FRAMEWORK STANDARDS (CFS)

I. CONTENT AND CURRICULUM: Teachers demonstrate a strong content knowledge of content area(s) appropriate for their certification levels.

VSU GENERAL EDUCATION OUTCOMES (GEO):

VSU's eight General Education Outcomes (GEO) provide a broad overview of the skills and knowledge that all VSU students should be able to demonstrate at increasing levels of proficiency throughout their college careers. The GEOs addressed in this course:

GEO3. Students will use computer and information technology when appropriate.

GEO4. Students will express themselves clearly, logically, and precisely in writing and in speaking, and they will demonstrate competence in reading and listening.

COURSE OBJECTIVES (CO):

(Numbers in parentheses following each objective refer to College of Education Conceptual Framework Standards above). Students will be able to:

CO1. Demonstrate basic skills using social networking tools for workplace tasks. (I, V)

CO2. Demonstrate basic knowledge of mobile devices. (I)

- CO3. Demonstrate basic knowledge of the various types of online communication tools used for virtual meetings. (I)
- CO4. Master the use of a communication software package to manage (create, edit, send, open, reply, forward, track) email messages. (I, III, V)
- CO5. Use an electronic calendar component of communication software to create, schedule, invite, edit, and cancel appointments, meetings, or events. (II, III, V)
- CO6. Use electronic mail and the Internet for communicating, locating resources, and downloading files and electronic media. (III, V)
- CO7. Demonstrate skills in creating, preparing for, and attending virtual meetings. (II, III)
- CO 8. Explain the issues, impact, and relationships involved with e-commerce and businesses today. (I)

REQUIRED TEXTBOOKS

None

REQUIRED SOFTWARE

Word and PowerPoint 2007, 2010, 2011, or 2013

COURSE DESCRIPTION

Prerequisites: ACED 2400 or CS 1000 or consent of instructor and overall GPA of

2.3. A general overview of the skills needed to perform as a virtual office assistant in the modern office. Emphasis on the use of a time and information management software application. Increased awareness of the role of online meeting/internet telephone communication software in the workplace, Internet research, social networking tools in the workplace, e-commerce, and the use of mobile devices with today's business applications.

METHOD OF DELIVERY

This class will be delivered as a technologically-enhanced face-to-face course, with activities assigned over the Internet using the BlazeVIEW D2L platform and Cloud technologies.

1. If the student is using a home computer or any other device for homework, it is the student's responsibility to make sure his/her computer or device is configured properly for BlazeVIEW by visiting <http://www.valdosta.edu/academics/elearning/blazeview-d2l.php>. Please pay particular attention to the information related to pop-ups.
2. The instructor will provide announcements, readings, asynchronous discussions, email communications, and weekly assignments through Learning Modules in BlazeVIEW and the VSU email account.
3. Students are expected to check BlazeVIEW announcements and VSU email every week.
4. Students will actively interact with each other, the instructor, the content, and the BlazeVIEW interface.
5. Students will set up and utilize email accounts on a personal computer or other device.

COURSE ACTIVITIES / ASSIGNMENTS / REQUIREMENTS

1. Each student will study content related to communication software. (GEO 3, CO 4, 5, 6, 7, 8)
2. Each student will have an active VSU e-mail account on a personal computer or other device that will be used for correspondence to and from the instructor and classmates. (CO 4, 5, 8)
3. Each student will complete tutorials and exercises involving the effective use of the communications software. (CO 4, 5, 6, 7, 8, 9)
4. Each student will actively participate in activities and class discussions related to social networking tools, mobile devices, virtual meeting software, and e-commerce in the business environment. (CO 1, 2, 3, 10)

LIBRARY

For students both on- and off-campus, the *Odum Library* offers full journals, books and other resources essential for completing course assignments. Go to the Odum Library Website at <http://www.valdosta.edu/academics/library/> or visit the library in person. Librarians are available to help you in person or via live chats or email.

COMMUNICATION POLICIES

While much communication will occur in the classroom, please don't hesitate to stop by during office hours, or email your professor if you have a question or problem that you would rather discuss in private. To help ensure that we can communicate effectively throughout the semester:

- Please communicate with your professor by email through the email tool of your course in BlazeVIEW. BlazeVIEW email automatically provides a list of class participants (including your professor) to ensure that the message goes to the correct address. It also places a copy in the sender's BlazeVIEW email account in case you ever need proof that a message was sent.
- As a courtesy, ALWAYS include a descriptive subject line (and the assignment number if applicable) with your email messages and sign your full name at the end of your message. BlazeVIEW will automatically include the course number.
- If for some reason the BlazeVIEW server is down, and you cannot access it to send an email message, feel free to use your @valdosta.edu email account to send a message to your professor at the address provided in the PROFESSOR CONTACT INFORMATION area of this Syllabus. **Emails sent outside of BlazeVIEW MUST include the course and section number in the subject line**, the assignment number (if applicable), and your full name at the end of the message.
- If BOTH the BlazeVIEW and @valdosta.edu email servers are down, you may email your professor at the alternate address provided in the PROFESSOR CONTACT INFORMATION area of this Syllabus. **Emails sent outside of BlazeVIEW MUST include the course and section number in the subject line**, the assignment number (if applicable) and your full name at the end of the message.
- Students who include the word "QUESTION" or "PROBLEM" in the subject line of an email can generally expect a response within 24 hours (except possibly on week-ends or holidays).

COURSE EVALUATION POLICIES

Some scores may appear automatically in BlazeVIEW after completion of a quiz or computer-graded assignment; however, many assignments are evaluated manually by the instructor, who will post those scores in BlazeVIEW within a week of the end of a module. It is the student's responsibility to check the gradebook in BlazeVIEW at least once a week, and to discuss any questions or discrepancies with the instructor *no later than one week* after a score is posted. The following grading structure will be used for this course:

Activities & Assignments = 800 points
Exams* = 200 points
1000 points

*Make-up exams are given only with the professor's permission, which must be **requested prior to the scheduled exam time**; otherwise a "0" will be earned for missed exams—NO EXCEPTIONS. Make-up exams may or may not exactly duplicate the originals and will not entitle other students to the same alternative exam.

A = 895-1000	B = 795-894	C = 695-794	D = 595-694	F= below 595
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LATE ASSIGNMENT POLICIES

Deadlines are provided to help you set goals for yourself. Students who wait until a few hours before a deadline to start assignments generally end up frustrated and unhappy with the course. Time management is an essential workforce skill. It is recommended that you work a little each day on your assignments instead of trying to complete them all at once.

- **Late assignments will not be accepted.** It is in your best interest to stay at least a day ahead of each deadline—do not wait until the last minute to begin assignments or to submit work. If a deadline is set for Sunday, consider completing the work by Friday or Saturday, in case there are technical or other complications. Computers and the Internet can be flakey at times, so give yourself extra time to compensate for these issues.
 - If you have a **SERIOUS** problem that keeps you from submitting assignments on time, please contact your instructor immediately, *who will determine if the seriousness of your problem warrants an exception to the late assignment rule.*
 - The following are examples of what might be considered as exceptions:
 - Documented widespread power or Internet outage that also affects campus or public labs
 - Your own hospitalization or documented serious illness
 - Death in the immediate family (with documentation)
 - The following are examples of what may NOT be considered as exceptions:
 - Problems with your home or work computer or software—have a backup plan in place and don't wait until the last minute to submit work.
 - Heavy work or course schedule and poor time management
 - Vacation
 - Late assignments that are accepted may be assessed a 50% grade penalty, *before grading.* Acceptance of these assignments is at the sole discretion of the professor, based on the policy above. These assignments may or may not exactly duplicate the original and will not entitle other students to the same alternatives since they may not have experienced the same situation.
 - As a safeguard, please save a copy of **all assignments** on your jump drive or other personal media until the end of the semester.

ATTENDANCE POLICIES

The nature of the course requires attendance in the classroom two days each week, and an attendance policy will be enforced at the discretion of the professor. The following points may be deducted from the **final course average** based on this policy:

- 0-3 absences = final course average not affected
- 4 absences = 2 points deducted from course average
- 5 absences = 4 points deducted from course average
- 6 absences = 6 points deducted from course average
- 7 absences = 8 points deducted from course average
- 8 absences = 10 points deducted from course average
- 9 absences = 12 points deducted from course average
- 10 absences = student dropped from course with “F”

PROFESSIONALISM

It is our goal to assist you in developing a more professional mindset about online communication. You will be expected to use proper English and grammar in all messages submitted for this course. Because we do not have the benefit of seeing facial expressions when we communicate online, it is important for you to consider the tone of each and every message to make sure it is not unkind or defamatory in any way.

DRESS CODE POLICIES

It is also our goal to assist you in developing a professional mindset about your appearance. Therefore, the following dress code policy will be enforced:

- Males and females should remove hoods, hats, baseball or skull caps, bandanas, and head scarves upon entry into the classroom.
- Extremely baggy and sagging pants, athletic shorts, tank tops, undershirts (“wifebeaters”), tube tops, blouses which show cleavage or stomach, and pajamas should not be worn to class by either males or females.

You are encouraged to keep your future professional wardrobe needs in mind when making clothing purchases.

ACADEMIC HONESTY POLICIES

Warning: Academic integrity is taken very seriously by your professor.

- Do not turn in someone else’s work claiming it as your own.
- Do not copy answers from anyone else’s work, computer screen, jump drive, or other media.
- Do not allow anyone else to copy your work, look at your computer screen, or borrow your jump drive.
- Do not copy and paste anything from the Internet or other media without using quotation marks and giving full credit to the author.

- Do not paraphrase incorrectly. If you are unsure of the correct way to paraphrase, please consult a guide to paraphrasing.
- Do not work with classmates on individual assignments, quizzes, exams, etc. Points for individual work are based on *each student's efforts to master the content*. All assignments, quizzes, exams, etc. in this class are individual assignments unless stated otherwise in the instructions.

Below is information directly quoted from the Academic Honesty Policies and Procedures:

Academic integrity is the responsibility of all VSU faculty and students. Faculty members should promote academic integrity by including clear instruction on the components of academic integrity and clearly defining the penalties for cheating and plagiarism in their course syllabi. Students are responsible for knowing and abiding by the Academic Integrity Policy as set forth in the Student Code of Conduct and the faculty members' syllabi. All students are expected to do their own work and to uphold a high standard of academic ethics.

The full text of Academic Honesty Policies and Procedures is available on the Academic Affairs website (<http://www.valdosta.edu/academics/academic-affairs/vp-office/academic-honesty-at-vsuhp>). The consequences for acts of academic dishonesty in the Dewar College of Education are:

FIRST OFFENSE:

1. The faculty member will administer an academic response (e.g. resubmit / retake assignment, failure of the assignment, failure of the course).
2. The faculty member may complete a Dewar College of Education Concern Form (<http://www.valdosta.edu/colleges/education/deans-office/documents/dew-concern-form.pdf>).
3. The faculty member may complete a Valdosta State University Report of Academic Dishonesty.

SECOND OFFENSE:

1. The faculty member will administer an academic response (e.g. resubmit / retake assignment, failure of the assignment, failure of the course).
2. The faculty member will complete a Dewar College of Education Concern form. (The Dewar College of Education Concern Form Policy will be followed.
3. The faculty member will complete a Valdosta State University Report of Academic Dishonesty. According to the Academic Honesty Policies and Procedures document, "after a second (or subsequent) Report of Academic Dishonesty has been submitted to the Student Conduct Office in the Dean of Students Office, official charges will be drawn up and the disciplinary matter will be referred to the Valdosta State University Judicial Committee."

TEXTUAL SIMILARITY REVIEW AGREEMENT

By taking this course, you agree that all required course work may be subject to submission for textual similarity review to a tool such as Internet search, SafeAssign, or TurnItIn.

STUDENT OPINION OF INSTRUCTION

At the end of the term, all students will be expected to complete an online Student Opinion of Instruction survey (SOI) that will be available on BANNER. Students will receive an email notification through their VSU email address when the SOI is available (generally at least one week before the end of the term). SOI responses are anonymous, and instructors will be able to view only a summary of all responses two weeks after they have submitted final grades.

While instructors will not be able to view individual responses or to access any of the responses until after final grade submission, they will be able to see which students have or have not completed their SOIs, and student compliance may be considered in the determination of the final course grade. Complete information about the SOIs, including how to access the survey and a timetable for this term is available at: <http://www.valdosta.edu/academics/academic-affairs/vp-office/sois/welcome.php>.

VSU WITHDRAWAL POLICY

- Undergraduate students are limited to five course withdrawals for the lifetime of their undergraduate record.
- Please go to <http://www.valdosta.edu/academics/academic-affairs/vp-office/advising/withdrawal-policy.php> and read the entire policy and the FAQs.

SPECIAL NEEDS STATEMENT

Valdosta State University is an equal opportunity educational institution. It is not the intent of the institution to discriminate against any applicant for admission or any student or employee of the institution based on the age, sex, race, religion, color, national origin, disability, or sexual orientation of the individual. It is the intent of the institution to comply with the Civil Rights Act of 1964 and subsequent Executive Orders as well as Title IX, Equal Pay Act of 1963, Vietnam Era Veterans Readjustment Assistance Act of 1974, Age Discrimination in Employment Act of 1967, and the Rehabilitation Act of 1973.

Students with disabilities who are experiencing barriers in this course may contact the Access Office for assistance in determining and implementing reasonable accommodations. The Access Office is located in Farber Hall. The phone numbers are 229-245-2498 (V), 229-375-5871 (VP) and 229-219-1348 (TTY). For more information, please visit the Access Office Website at <http://www.valdosta.edu/student/disability/welcome.php> or email: access@valdosta.edu.

PROFESSOR CONTACT INFORMATION

Name: Dr. Vesta R. Whisler, Associate Professor
Phone: 229-333-5636
Office: Education Center 2111
Email: vrwhisler@valdosta.edu
Alternate: vrwhisler@att.net (Only if VSU server is down)
Office Hrs: <http://coefaculty.valdosta.edu/vestawhisler>



ACED 4020—VIRTUAL OFFICE TECHNOLOGY (3 CREDITS)

Tentative Assignment Schedule

IMPORTANT: See Modules 1-8 in BlazeVIEW for complete details.

Mod	Dates	Topics	Activities	Obj	Points Poss	Points Earned
1	1/14-1/26	Intro and Course Orientation Social Media	BlazeVIEW	CO1	100	
2	1/28-2/9	Mobile Devices	BlazeVIEW	CO2	100	
3	2/11-2/23	Virtual Meeting Tools		CO3	100	
4	2/25-3/9	E-Mail Basics	BlazeVIEW	CO4	100	
5	3/11-3/30	MIDTERM EXAM Modules 1-4	BlazeVIEW	CO1-4	100	
		Electronic Calendars	BlazeVIEW	CO5	100	
SPRING BREAK March 17-23						
6	4/1-4/13	Locating and Downloading Resources	BlazeVIEW	CO6	100	
7	4/15-4/27	Virtual Meeting Project	BlazeVIEW	CO7	100	
8	4/29-5/1	Ecommerce	BlazeVIEW	CO8	100	
Final Exam Period Thursday 5/8 10:15am-12:15pm		FINAL EXAM Modules 1-8	BlazeVIEW	CO1-8	100	
		TOTAL POINTS POSSIBLE			1000	

Your instructor reserves the right to change this schedule and point structure as necessary.

You will be notified of any changes in class and/or in BlazeVIEW.