



BTEC 0000 Business Administrative Services Orientation

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Room: 2005
Advisement Hours: Monday – Thursday 3 p.m. – 4 p.m.

Introduction

Welcome to the Business Administrative Services program at the Davis Technical College (Davis Tech)! The purpose of this program orientation is to acquaint you with information specific to the program and its unique policies and procedures. You are required to read this document thoroughly and discuss any unclear sections with your instructor or a Career and Academic Advisor. You may also review college policies on the Davis Tech website (www.davistech.edu) or in Student Services.

Program Description

The Business Administrative Services program provides students with both basic and advanced skills necessary to begin and excel at employment in any business setting. Our core courses provide a well-rounded study of basic office skills in the areas of computer applications, accounting, customer service, communication, sales and marketing, and other various support skills. After working through the core courses, students choose either an administrative professional or an accounting clerk emphasis.

Power skills, such as critical thinking, problem solving, and project management, are emphasized in each course. Throughout the program, students develop computer skills as they work toward obtaining Microsoft Office certifications: Word, Excel, PowerPoint, Outlook, and Access. Students who choose the accounting clerk emphasis will be prepared to take the QuickBooks Certification

test. These industry certifications enhance any resume and offer concrete evidence of superior computer and problem-solving skills.

Program Objectives

Students will practice with hands-on experience, instructional videos, information sheets, and competency tests. Upon completion of this program or a given certificate, students will have received specialized training as an administrative professional or an accounting clerk. Students will learn and apply the following while enrolled in the Business Administrative Services program:

Approved: 6/29/2022

- Operate common office equipment at industry standards of speed and accuracy
- Work in the current Microsoft Windows operating environment efficiently and effectively
- Demonstrate the functionality of Microsoft Word, Outlook, and Excel
- Navigate, search, and communicate efficiently and effectively using the internet
- Communicate professionally using a variety of channels including emails, memos, letters, and face-to-face interaction
- Interact effectively with customers in a variety of customer-service situations
- Demonstrate basic office accounting skills
- Demonstrate effective sales, marketing, and presentation techniques

General Information

You can access this orientation on the Davis Tech program web site, as well as current information on the following items:

- Admission Requirements
- Classroom Availability
- Training Location
- Graduation Requirements
- Course Descriptions
- Program Requirements
- Gainful Employment Disclosures
- Estimated Cost (*tuition, fees, program and course materials*)
- Financial Aid
- Credentials
- Job Outlook
- Transfer Options
- Academic Agreements
- Industry Licensing and Certification

Advisement

Teacher advisement is important for your success at Davis Tech. Students who receive regular advisement are more likely to achieve their goals and complete their training program on schedule. Your instructor is also available to meet during the advisement hours listed at the beginning of this orientation. These meetings are used for you and the instructor to accomplish the following tasks:



- Update contact information in Northstar, the Student Information System
- Review performance and attendance
- Define and clarify training and career goals
- Select appropriate courses according to interest and aptitude
- Select courses that achieve program completion requirements
- Discuss professional work ethic in performance, attendance, attitude, dress, behavior, and communication
- Discuss challenges with referral to appropriate institutional support systems that can help improve your success

Scheduling

Courses in this program have an Open-start/Defined-end schedule. Courses in this program may be started at any time. Following course enrollment, you will receive a schedule that shows the date by which the course must be completed. If you fail to complete a course by the end date, you will be required to re-enroll and repay for the course. This type of scheduling is also referred to as course based because courses are paid for one at a time.

Campus Technology

Each time that you attend class, you will log in to and out of the Northstar Classroom Login Station using your 10-digit student number. You were given this number when you completed the Davis Tech enrollment process. You will use your student number to access the Student Portal as well. Your instructor will provide you with information on Canvas access.

You can access Canvas from any internet-connected computer at the following URL: <https://davistech.instructure.com/login>. If you have problems logging in to Canvas, please see your instructor or email online.support@davistech.edu. If you encounter technical problems while in Canvas, use the Help button in Canvas and the “Report a Problem” link. A general orientation to Canvas can be found in the New Student Orientation, but faculty will also offer an orientation specific to technology in your program on your first day of class.

Learning Resources

Student Resource Center

The classroom includes a Student Resource Center where you will find industry publications, periodicals, manuals, media materials. In addition, you will be given opportunities to use equipment and materials, such as computers with Internet access and software applications that are currently being used in industry.

Electronic Student Resources

Your Canvas orientation course contains electronic learning resources that can be used throughout your time in the program. Each canvas course links to these resources, and they will be updated regularly. If you find a frequently used resource (website, video, tutorial, etc.) that you think would be helpful for other students in your program, consider sharing the link with your instructor.

First Aid Supplies

The classroom also includes first aid kit, and other supplies needed in case of emergency.

Emergency maps can be found in strategic locations throughout the college.



Students with Disabilities

If you have a disability that may require some accommodation by the instructor, contact the instructor and document the disability through a Davis Tech Counselor in Student Services.

Performance Standards

Competency-Based Training

Davis Tech courses are competency based, requiring you to demonstrate your knowledge and skill according to industry-based objectives and performance standards. Course lengths are based on actual clock-hours and are calculated on the average length you are expected to complete designated coursework. At the beginning of each course, you will purchase or receive course curriculum, which provides guided learning modules to follow. This includes the amount of time you should spend on each learning activity. This will help you meet industry time standards and complete coursework in an appropriate amount of time.

Progress

Progress is calculated by the number of scheduled hours versus the amount of coursework completed. Program progress must be maintained at 67 percent or better to be eligible for financial aid. It is recommended that progress be maintained at 85 percent or better. This will ensure that you can complete the program in a timely manner. If you have difficulty meeting 85 percent progress, please meet with your instructor. If you do not complete a course by the end date, you will have to pay for the course again (adult students only), and a faculty member will help create a Student Success Plan to ensure your success on a second attempt..

Grading Practices

Davis Tech courses are competency based, requiring you to demonstrate your knowledge and skill in a variety of methods according to industry-based objectives and performance standards. To demonstrate competency and receive a letter grade for each course, you are required to achieve 85 percent or higher on all graded activities. If you don't pass an activity, you will be required to rework it. Specific details for reworking an activity can be found in the Course Navigation section of your course syllabus.

The assignments and activities that will be used to calculate your grade will vary according to the course. The grade calculation for each course can be found in the course syllabus under Grading Practices.

Final grades for all courses are based on the following scale:

94 % - 100 %	A	84% - 86%	B	74% - 76%	C	90% - 93%	A-	80 % - 83%
B-	70% - 73%	C-	87% - 89%	B+	77% - 79%	C+		

High School Students: If attendance and/or progress are below 65 percent for that grading period, your grade for the course will drop up to two letter grades: one letter grade for attendance and one letter grade for progress. The highest citizenship grade you may receive will be a *Needs Improvement*.

Attendance

Attendance must be maintained at 67 percent or better to be eligible for financial aid. The Business Administrative Services program prefers 85 percent minimum attendance to ensure



students can stay on track for timely completion of each course. Attendance is calculated using the number of scheduled hours versus the number of hours you are present in the classroom. To meet this requirement, you must be in class on the days and times that you are scheduled. Your attendance requirement may be higher depending on any sponsorship or financial aid stipulations that apply to you. You must log in and out of Northstar each time you attend class, so your attendance is documented.

Talk to your instructor when an absence is necessary. Excused absences will be given for job interviews, Davis Tech sponsored activities, major illness and or major life events, off-site training, or high school activities. If you require an extended absence from the program, consult with your instructor prior to the absence. If necessary, a counselor in Student Services may assist you in this process.

Students are expected to attend class for the hours they are scheduled. If you are absent for ten consecutive scheduled days, you will be withdrawn from Davis Tech. Per the College Student Records Policy, student attendance information may be released to potential employers.

Academic Performance & Discipline

Your success in this program is important to us. We will work with you to help you succeed, but if we feel that you are not meeting the minimum standards as described in this orientation, we are committed to taking appropriate actions to help you improve.

High school students must meet minimum standards in grading, progress, and attendance before transitioning into a place in the program as an adult student. These standards are established by the program and may differ across the college. In the Business Administrative Services program, a high school student, who will become an adult student, should meet the following minimum standards:

Attendance: 85 percent

Progress: 85 percent

Grade: B

If you do not meet Davis Tech or Business Administrative Services performance standards, you will be subject to academic discipline. Reasons for academic discipline include but are not limited to violations of Davis Tech or program policies and procedures, violations of academic integrity, failure to maintain minimum attendance standards, failure to maintain progress standards, and repeating a course.

Student Improvement Plan

When academic discipline is deemed necessary, the first step will be to create a student improvement plan. The goal of this plan is to identify any unsatisfactory performance along with changes that must occur to improve performance. The plan will also detail the length of time you have to correct the performance and the process used to monitor and evaluate the outcome. Successful completion of the terms of the plan will end academic discipline at the end of the plan period. Failure to correct the unsatisfactory performance or maintain other program standards by the end of the plan period will result in additional academic discipline steps.

Termination

Termination from the program may be based on any one of the following reasons:

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- **Performance Standards:** consistently failing to meet the Business Administrative Services progress or attendance standards
- **Dishonesty:** any documented episode of dishonesty including but not limited to cheating, plagiarism, or copyright infringement
- **Unauthorized Computer Use:** using classroom computers for anything other than work designated in the curriculum including checking email, visiting chat rooms, surfing the web, playing games, etc.

Termination means that you will be dropped from the program and will be ineligible to re-enroll in the program for a minimum of ten weeks (suspension). After that period, he or she may be eligible to re-enter the program subject to availability of an opening in the class. Only one termination will be allowed, and should you become eligible for termination again, regardless of the reason, he or she will not have an option to return to the program (expulsion).

Placement Services

Placement services are available to you when you complete your program. These services include resume review, interview skills, and job placement assistance.

Student Policies and Procedures

You may find further information on institutional student policies and procedures here:
<http://www.davistech.edu/student-policies>.

Instructor Response Time

Your instructor will respond to any question regarding the program, assignments, or assessments in 24 hours within the Davis Tech operational schedule.

Student Follow-up

Your success in finding employment is an indication of the quality of our instruction. To evaluate the effectiveness of our programs, we ask that you notify your instructor if you are already employed, you become employed, or your employment status changes. You may also report current military service, the pursuit of additional education, or reasons that may prevent you from completing your program or finding employment. If we do not receive a response from you, a Davis Tech employee will contact you to request your employment status.

Course Evaluations

At the end of each course, your curriculum will guide you to an online evaluation with questions about instructional content and your primary instructor. We appreciate and value your feedback. Although you will be asked to enter your student number, this is simply to verify the evaluation is completed only once per student. The results of the actual survey are anonymous. Feedback is used for program improvement and professional development.

Work-Based Activities

When available, you may choose to participate in an externship with local companies to apply learned skills in a real-world setting. Faculty will work with business partners to arrange and manage the details of the externship. Consult with faculty to see the written instructional plan that



Program Safety

Module two of the orientation course in Canvas includes two assignments about workplace safety. Please complete these two assignments. In addition, follow these general guidelines while in the Business Administrative Services program:

- Position your chair and keyboard properly to maintain the following correct keyboarding posture:
 - Arms tilt downward leaving elbows at an “open” angle
 - Keyboard “legs” are in position to provide a “tilt” to the keyboard
 - Wrists are in a neutral (straight) position
 - Wrists are not “resting” while typing but are lifted
 - Feet are flat on the ground.
- Take breaks from the computer at least every hour by standing and walking to avoid fatigue
- Take eye breaks every 20 minutes by focusing your eyes away from your screen for 20 seconds

Program Code of Conduct

Food and Drink Policy

No food or drinks may be consumed in the classroom. Bottled water with a cap may be consumed in the classroom. Keep the cap on and the bottle on the floor away from the keyboard. This policy is in place to protect the equipment and maintain the professional appearance of our classroom. Anyone who breaks this policy will be asked to leave the classroom and will not receive attendance credits.

Children/Visitors in the Classroom

Children/visitors are not permitted in the classroom during classroom hours.

Cell Phone Use

- Keep ring tone on silent/vibrate.
- Take calls in the hallway.
- When listening to music on your cell phone, keep the volume on low so that only you are able to hear it.

