



Course Syllabus

POFT 1309 – Administrative Office Procedures I

Catalog Description: Study of current office procedures, duties, and responsibilities applicable to an office environment.

Prerequisites: Basic keyboarding skills

Semester Credit Hours: 3

Lecture Hours per Week: 3

Lab Hours per Week: 0

Extended Hours: 0

Contact Hours per Semester: 48

State Approval Code: 52.0401

Class section meeting time:

Instructional Goals and Purposes: The purpose of this course is to teach students how to develop time management techniques, demonstrate communication skills, and identify the basic skills of an administrative professional.

Learning Outcomes:

1. Explore entering the workforce
2. Learn how to become a professional
3. Learn how to manage and organize yourself
4. Understand the workplace team
5. Develop a customer focus
6. Review how to communicate with technology
7. Plan for meetings and events
8. Learn how to manage physical records
9. Learn how to manage electronic records and mail
10. Coordinate business travel

Specific Course Objectives (includes SCANS):

After studying all materials and resources presented in the course, the student will be able to:

1. **Explore entering the workforce** (1ai-ii, bi-vi, 2ai, aiii, ci-iv)
 - a. Assess the demand for administrative professionals and describe their work setting.
 - b. Describe the skills, knowledge, attitudes, and traits employers expect of an administrative assistant
 - c. Compare the responsibilities of the employer and employees in a work relationship.
 - d. Describe the culture and structure of business organizations.
2. **Learn how to become a professional** (1ai-ii, bi-vi, 2ai, aiii, ci-iv)
 - a. Describe the qualities that make a worker a professional
 - b. Explain why critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant.

- c. Describe how factors such as appearance, communication, and teamwork skills affect your professional image.
- d. Describe the importance of following business etiquette.
- 3. Managing and Organizing Yourself** (1ai-iii, bii-vi, ci-v, 2ai, aiii, ei-iii)
 - a. Explain steps for setting and meeting goals and priorities.
 - b. Describe strategies and tools for organizing your work area.
 - c. Identify life management skills that improve job performance.
- 4. Understanding the Workplace Team** (1i-ii, iv, bv, 2ai, bi-ii, iv, ci-iv, eii)
 - a. Describe the benefits of teams and identify common types of workplace teams.
 - b. Describe and practice the general process by which teams operate.
 - c. Describe and utilize qualities and skills for being an effective team member, supporter or leader.
 - d. List qualities of effective teams and identify team challenges.
- 5. Developing Customer Focus** (1ai-ii, bi-v, 2ai, ci-iv)
 - a. Define customer focus and explain the differences between external and internal customers.
 - b. Describe strategies for developing customer focus.
 - c. Develop skills for providing effective customer service.
 - d. Describe how to handle difficult customer service situations.
- 6. Communicating with Technology** (1ai-ii, iv, ciii, 2ei-ii)
 - a. Explain the value of global communication tools.
 - b. Describe the tools and methods used for collaborating in the workplace.
 - c. Describe effective techniques for telephone communication.
 - d. Identify security issues and solutions for protecting computer data.
- 7. Planning Meetings and Events** (1ai-ii, 2ci-iv, ei)
 - a. Identify types of business meetings.
 - b. Identify appropriate meeting formats for various situations.
 - c. Describe meeting responsibilities of executives, leaders, and other participants.
 - d. Complete duties for an administrative assistant that are related to meetings.
 - e. Complete duties related to conferences.
- 8. Managing Physical Records** (1b-iv, 2a-iii, 2c-ii)
 - a. Identify reasons that records are valuable.
 - b. Describe supplies, equipment, and media for physical records.
 - c. Describe types of storage systems.
 - d. Apply filing procedures for physical records.
 - e. Describe procedures for record retention.
- 9. Managing Electronic Records and Mail** (1ai-ii, 1biv, 2ciii, 2ei-ii)
 - a. Describe procedures for managing electronic records.
 - b. Prepare outgoing mail effectively.
 - c. Identify methods for sending outgoing mail.
 - d. Describe ways to handle incoming mail effectively.
 - e. Describe how office printers and copiers are used in processing documents and records.
- 10. Coordinating Business Travel** (1ai-ii, 2ci-iv, ei)
 - a. Plan domestic travel arrangements.
 - b. Plan international travel arrangements.
 - c. Research business customs related to international travel.
 - d. Discuss and apply organizational travel procedures.

Course Content:

Students in all sections of this course will be required to do the following:

1. Students will submit assignments, including quizzes and finding tests, throughout the semester based on the course content presented in that assignment.
2. Students will participate in online discussions and group projects as assigned.
3. Students will complete online exams, including the final exam, testing their knowledge of administrative professional procedures.

Methods of Instruction/Course Format/Delivery: Text

Students in both the traditional class and in the Internet class will have access to this course via Canvas. Students in the traditional class will meet regularly for lecture over the material. Students in the Internet class will only be required to come to campus for testing; however, Internet students are always welcome to attend the traditional class when available. Resources provided through Canvas include

- A calendar displaying assignments due dates for assignments and testing
- Online assignments
- Learning aids, including handouts, self-check solutions, slide presentations, and tutorials
- Email (totally contained within Canvas)

All assignments will be submitted through Canvas. After the assignment has been graded, the student will be able to view his or her grade by returning to the assignment or clicking the Grades link. The student will also be able to view any forms returned with the assignment. (Traditional students will have the forms returned in class.) Generally, work will be graded and posted within seven days following the deadline. Exams over unit material will be taken as onsite proctored testing; students will be able to see their grades by returning to the assessment and clicking the Grades link.

Students in both the traditional and Internet classes should use the Email within Canvas to communicate with the instructor. Using Canvas messaging gives access to the instructor and other classmates without having to remember or type email addresses—just select a name from the list. If unable to contact the instructor using email in Canvas, external email may be used. Replies are generally within 24 hours or less (excluding weekends and holidays); accordingly, if no reply is received, the student should re-send the message since a delivery failure could have occurred.

Major Assignments / Assessments:

The following items will be assigned and assessed during the semester and used to calculate the student's final grade.

1. DAILY GRADES

Some assignments will require completion of selected exercises at the ends of chapters or units or of attachments included with the assignment page. Most assignments will also include a chapter quiz. Always check the Assignments link to determine specific requirements. This work, other than online quizzes, will be submitted as an attachment through the assignment page. The assignment will be graded and returned on the same assignment page. Homework is due as assigned and 10 points will be deducted for each day work is late—with a maximum of two days allowed for late submissions. **Caution: Passing off another's work as your own or allowing anyone to pass off your own work as his or her own is not tolerated. Stiff penalties apply, including exclusion from the class with a grade of "F" assigned for the semester! Be sure all work you submit is YOUR OWN!**

Assessment(s):

1. TESTS

With the exception of the final exam, tests may include both applications and online testing. Online testing requires responses to short-answer questions; applications may require the student to proofread and edit documents or to answer discussion questions using computer software. Students must make an appointment at a time designated by the instructor to take the exam at one of the Panola College testing centers in Carthage, Marshall, or Center. Students taking this course through the Virtual College of Texas (VCT) must make testing arrangements with the testing center at their colleges before each exam. The Calendar will list the times testing will be available.

Course Grade:

The grading scale for this course is as follows:

1.	Daily Grades	40%
2.	Tests (at least 3 major tests will be given)	40%
3.	Final Exam	20%

Texts, Materials, and Supplies:

- *The Administrative Professional Technology & Procedures*, 15th Edition, Rankin, Shumack, Cengage Learning, ISBN: 9781305581166

Required Readings:

- Chapters 1-3, 5-6, 8, and 10-13 in *The Administrative Professional Technology & Procedures*

Recommended Readings:

- None

Other:

- For current texts and materials, use the following link to access bookstore listings: <http://www.panolacollegestore.com>
- For testing services, use the following link: <http://www.panola.edu/elearning/testing.html>
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Charles C. Matthews Student Center or go to <http://www.panola.edu/student-success/disability-support-services/> for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook, *The Pathfinder*: <http://www.panola.edu/student-success/documents/pathfinder.pdf>

SCANS CRITERIA

1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**

- a) **Basic Skills:** A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
 - i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
 - ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
 - iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
 - iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
 - v) Speaking: Organize ideas and communicate orally.
- b) **Thinking Skills:** A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
 - i) Creative Thinking: generate new ideas.
 - ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
 - iii) Problem Solving: recognize problems and devise and implement plan of action.
 - iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
 - v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
 - vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
- c) **Personal Qualities:** A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
 - i) Responsibility: exert a high level of effort and persevere toward goal attainment.
 - ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
 - iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
 - iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
 - v) Integrity and Honesty: choose ethical courses of action.

2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**

- a) **Resources:** A worker must identify, organize, plan, and allocate resources effectively.
 - i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
 - ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
 - iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.
- b) **Interpersonal Skills:** A worker must work with others effectively.
 - i) Participate as a Member of a Team: contribute to group effort.
 - ii) Teach Others New Skills.
 - iii) Serve Clients/Customers: work to satisfy customer's expectations.

- iv) **Exercise Leadership:** communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
- v) **Negotiate:** work toward agreements involving exchange of resources, resolve divergent interests.
- vi) **Work with Diversity:** work well with men and women from diverse backgrounds.

Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

- c) **Information:** A worker must be able to acquire and use information.

- i) **Acquire and Evaluate Information.**
- ii) **Organize and Maintain Information.**
- iii) **Interpret and Communicate Information.**
- iv) **Use Computers to Process Information.**

Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

- d) **Systems:** A worker must understand complex interrelationships.

- i) **Understand Systems:** know how social, organizational, and technological systems work and operate effectively with them.
- ii) **Monitor and Correct Performance:** distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
- iii) **Improve or Design Systems:** suggest modifications to existing systems and develop new or alternative systems to improve performance.

Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

- e) **Technology:** A worker must be able to work with a variety of technologies.

- i) **Select Technology:** choose procedures, tools or equipment including computers and related technologies.
- ii) **Apply Technologies to Task:** understand overall intent and proper procedures for setup and operation of equipment.
- iii) **Maintain and Troubleshoot Equipment:** Prevent, identify, or solve problems with equipment, including computers and other technologies.

Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.