ADMINISTRATIVE OFFICE PROCEDURES I

POFT 1309.81965

FALL 2015  |  3 Credit Hours

INSTRUCTOR'S NAME: Connie McGee
OFFICE NUMBER: A110 (ACCESS Office)
Adjunct Faculty College Center & Evening/Weekend Support Services
OFFICE TELEPHONE: 972-238-6140 (Leave Message)
E-MAIL ADDRESS: cmcgee@dccc.edu
9:00 – 10:45
Monday and Wednesday
DROP DATE: April 18, 2016

THE INSTRUCTOR RESERVES THE RIGHT TO AMEND A SYLLABUS AS NECESSARY.

I. COURSE DESCRIPTION
Study of current office procedures, duties, and responsibilities applicable to an office environment. This course prepares students with technology skills required by the business environment. Applications include using workplace standard technologies in word processing, spreadsheet, database, telecommunications, desktop publishing, presentation management, networking, and emerging technologies. Students enhance reading, writing, communications, computer skills, and reasoning skills and apply them to the business environment. This class prepares the student for Microsoft Office Specialist certification which gives them an advantage when seeking either full or part-time employment and/or entering college.

II. PREREQUISITE
Suggested Prerequisite: Basic Keyboarding skills. Business Computer Information Management I recommended.

III. COURSE MATERIALS
Instructor will provide materials, including texts.
File Storage Media—Flash Drive Recommended.

IV. COURSE OBJECTIVES
(a) General requirements. This course is recommended for students in Grade 11 and 12. Suggested Prerequisite: Basic Keyboarding skills. Business Computer Information Management I recommended.

(b) Introduction. The Practicum is designed to give students supervised practical application of previously studied knowledge and skills. Practicum experiences occur in a paid or unpaid arrangement and a variety of locations appropriate to the nature and level of experience. Students implement personal and interpersonal skills to strengthen individual performance in the workplace and in society and to make a successful transition to the workforce or postsecondary education. Students apply technical skills to address business applications of emerging technologies. Students develop a foundation in
the economical, financial, technological, international, social, and ethical aspects of business to become competent consumers, employees, and entrepreneurs. Students enhance reading, writing, computing, communication, and reasoning skills and apply them to the business environment. Students incorporate a broad base of knowledge that includes the legal, managerial, marketing, financial, ethical, and international dimensions of business to make appropriate business decisions.

(c) Knowledge and skills.

1. The student demonstrates professional standards as required by business and industry.
2. The student applies concepts of critical thinking and problem solving.
3. The student abides by risk-management policies and procedures for technology to minimize loss.
4. The student facilitates internal and external office communications to support work activities.
5. The student performs scheduling functions electronically to facilitate on-time, prompt completion of work activities.
6. The student uses information technology tools to manage and perform work responsibilities.
7. The student uses spreadsheet software to create business-related spreadsheets.
8. The student enters formulas and functions in a spreadsheet document.
9. The student selects a format and procedure to produce memoranda appropriate for a given purpose.
10. The student selects document type and layout to produce business letters.
11. The student selects appropriate writing methods to produce a variety of reports.
12. The student records transactions to manage cash fund accounts, tallies receipts, and proofs work to prepare bank deposits.
13. The student demonstrates accurate bookkeeping guidelines to reconcile bank statements.
14. The student demonstrates leadership and teamwork skills in collaborating with others to accomplish goals and objectives.
15. The student maintains work flow to enhance productivity.
16. The student implements processes for purchasing business supplies, equipment, and services.
17. The student establishes procedures to maintain equipment and supplies.
18. The student identifies career opportunities in business occupations and implements job-seeking skills to obtain employment.
19. The student applies principles of effective human relations skills.
20. The student uses employability skills to gain a position in a company.
21. The student identifies skills and attributes necessary for professional advancement.
22. The student develops skills for success in the workplace.
23. The student applies work ethics, job expectations, multicultural considerations, and communication skills in the workplace.
24. The student applies word-processing technology.
25. The student demonstrates project-management skills to improve workflow and minimize costs.
Additional Course Objectives:
A. Describe the changing workplace and develop effective communication skills for the environment
B. Use effectively telecommunications, computer, and records management technology
C. Succeed in the work environment by behaving ethically, controlling stress and anger, and managing time
D. Compose effective correspondence and develop verbal presentation skills
E. Handle travel, meetings, and mail
F. Plan and manage your career

V. SCANS COMPETENCIES
Manage Resources—Manage time, materials, space and staff
Exhibiting Interpersonal Skills—Serve customers, lead work teams, and work with difficult cultures
Demonstrating Basic Skills—Speaking
Demonstrating Thinking Skills—Decision making,
Exhibiting Personal Qualities – Self-esteem and sociability

VI. EVALUATION
If a student is absent, it will be their responsibility to make up any missed assignments.
(It is your responsibility to notify the instructor immediately if you miss, or know that you are going to miss, a test.) A zero will be given as the grade for assignments never received or for tests not taken. The student’s final grade will be based on the following:

| Classwork | 34% |
| Work Performance/Lab | 66% |

Note: Each semester, a student’s average is comprised of an average of the three grading periods (usually 5 or 6 weeks) and the semester exam. The final course average will be an average of the final exam and the 2 semester averages.

Grades are assigned based on the following scale:
A = 90-100   B=80-89   C=70-79   F=69 or less

VII. HOLIDAYS
There will be no classes on the following dates:
Martin Luther King Jr. Day   January 18, 2016
Spring Break           March 7 – 11, 2016
Good Friday            March 25, 2016
Student/Staff Holiday  April 18, 2016
Memorial Day Holiday   May 30, 2016

VIII. CLASSROOM POLICY
Food, drink (including water bottles), and smoking are not allowed in classrooms. All food and drinks will be confiscated in the classroom. Children or guests are not permitted in the labs or classrooms at any time. Please silence and put cell phones away when you are in the classroom.
V. ATTENDANCE POLICY
Students are expected to attend class regularly. **If a student accumulates more than 6 absences during the semester, the student’s final average will be recorded with a 5 point attendance deduction.**

VI. INSTITUTION POLICIES

In order to be successful, students must attend and participate in enrolled courses.

Academic Progress: Students are encouraged to discuss academic goals and degree completion with their instructors. Specific advising is available throughout the semester. Check [www.richlandcollege.edu/admissions/process.php](http://www.richlandcollege.edu/admissions/process.php) for more details.

VII. COURSE OUTLINE/SCHEDULE
The schedule below is an overview of the topics to be covered. All topics will be covered in self-paced modules. It may be necessary to spend more or less time on some of these topics depending on the level of difficulty. The instructor may assign additional projects if more practice is needed.

*If a student is absent, it is his/her responsibility to make up all missed class activities and assignments, including any not appearing on the following schedule.*

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<tr>
<th>Topics</th>
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<tr>
<td>Job Skills (Hard &amp; Soft Skills included)</td>
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<td>Applications, Resumes, Interviewing</td>
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<td>Begin Job Portfolio</td>
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<td><strong>Microsoft Word</strong></td>
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<td>Microsoft Word Review</td>
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<td>Mail Merge Project</td>
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<td>Word Applications and Projects</td>
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<td>GMetrix Word Test Prep Software for MOS Testing</td>
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<td>SAM Exams, Training, and Word Projects</td>
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<td><strong>WORD MOS TEST AVAILABLE</strong></td>
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