COURSE SYLLABUS

POFT 1309 – Section 73426 & 93400
ADMINISTRATIVE OFFICE PROCEDURES
Spring 2015
16-Week Class
January 26 – May 14

Arts, Business, Sports Science and Technology Division (ABST)
T135, 972-273-3450, 8:00 a.m.-8:30 p.m. Monday-Thursday
8:00-4:30 Friday

This course syllabus is intended as a set of guidelines for Administrative Office Procedures (POFT 1309). Both North Lake College and your instructor reserve the right to make modifications in content, schedule, and requirements as necessary to promote the best education possible within prevailing conditions affecting this course.

Instructor Information:
Instructor’s Name: Tammy White
Email Address: tammy.white@dcccd.edu
Office Phone Number: 972-273-3450
Office Location: Division Office
Office Hours: online – e-mail or leave phone message

Course Information:
Course title: Administrative Office Procedures
Course number: POFT 1309
Section number: 73426 & 93400
Credit hours: 3
Class meeting time: Online class; conducted entirely online via the Internet

Course description: This course bridges the gap between the basic skills courses and current office practices. Topics include electronic and traditional filing, electronic and traditional mail processing, telephone techniques, planning, and facilitating meetings, and interpersonal communications.
Accessing the Course:  
http://ecampus.dcccd.edu

Login instructions:  
On the eCampus page

Course prerequisites:  
Keyboarding skills required.  
POFT 1329 (Beginning Keyboarding) or demonstrated Competency.

Required Textbook  
OFFICE PROCEDURES FOR THE 21st CENTURY, 8th ed., Burton, & Shelton, 

All student data files are online at the following Companion Website:

http://wps.prenhall.com/chet_burton_officeprocedure_8/

To download Student Data Files:
1. In the bar above the picture of the textbook, click on the desired chapter
2. Click on “Go.”
3. To the left in the navigation bar, click on “Student Data Files” to download files needed for assignments during the semester. You need to download only those files indicated in each chapter’s Assignment Sheet. Assignment Sheets are found online at our course website under “Assignments.”

Course Focus

The course focuses on basic procedures for handling office tasks. Completing the activities and exercises will provide practical steps for handling office tasks efficiently. Students will learn how to manage the office tasks by studying time management techniques. The student will demonstrate an increased knowledge, skill, and ability in specified areas of office responsibility.

Specific Course Learning Outcomes

<table>
<thead>
<tr>
<th>LEARNING OUTCOMES</th>
<th>EVALUATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explain the changes, innovations, and trends and their impact on a business office.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Describe the importance of developing and promoting interpersonal relations.*</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Apply business English skills in the production of business documents.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Proofread business documents.</td>
<td>Chapter Assignments, Tests, Project</td>
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<tr>
<td>Demonstrate problem-solving skills.*</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Apply job search techniques.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Prepare a resume.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Prepare a cover letter.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Perform basic financial tasks.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Use reprographics equipment.</td>
<td>Chapter Assignments, Tests, Project</td>
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<tr>
<td>Demonstrate scheduling techniques.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Demonstrate responsibility toward meeting deadlines.*</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Demonstrate correct filing techniques.*</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Schedule appointments and demonstrate how to receive visitors.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Plan meetings and conferences.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Demonstrate excellent telephone techniques.*</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Demonstrate how to process mail.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Demonstrate how to manage your work, time, and other resources.*</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
<tr>
<td>Make travel arrangements.</td>
<td>Chapter Assignments, Tests, Project</td>
</tr>
</tbody>
</table>

**Learning Outcomes Map to Performance Objectives**

The learning outcomes address the following SCANS competencies and foundation skills: C1, C3, C5, C6, C11, C12, C13, C14, C15, C16, C17, C18, C19, F1, F2, F5, F7, F8, F9, F10, F11, F12. See the list below for an explanation of these items.

In addition to the SCANS listed above, successful completion of this course will also address SCANS C10, F13, F14, F16, and F17. The following Workplace Skills will be addressed: 1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 30, 31, 32, 33, 34, and 35.

**PERFORMANCE OBJECTIVES**

**SCANS Competencies**

The Secretary's Commission of Achieving Necessary Skills (SCANS), established in 1990, defined a common core of skills that constitute job readiness. The Office Technology Department at North Lake College is committed to prepare you with the knowledge and skills you need to succeed in today's dynamic work environment.

|-----------|----------------|------------------------------------------------------------------------------------------------------------------|
SCANS FOUNDATION SKILLS

|-------------|---------------------|---------------------------------------------------------------|

WORKPLACE SKILLS

1. Work ethics.
2. Implement responsibilities of job position including exhibition of dependability, demonstrating high confidentiality, and meeting of organizationally defined expectations.
3. Operate within scope of authority adhering to company rules, regulations, and policies as established including interpretation of employer/employee handbook and procedures.
5. Practice time management and follow work schedule.
6. Assume responsibility for own decisions and actions.
7. Exhibit pride and positive attitude.
8. Display initiative and enthusiasm in undertaking new tasks.
9. Show assertiveness appropriate to the situation.
10. Seek work challenges.
11. Understand and apply ethical principles to decision-making.
12. Understand the importance of providing good customer service (internal and external).
13. Exhibit ability to handle stress.
14. Participate in meetings in a positive and constructive manner.
15. Maintain state-of-the-art skills through participation in in-service or other training.
17. Interpersonal relationships.
18. Respect individual diversity.
19. Respond to praise or criticism.
20. Provide constructive criticism or praise.
21. Channel and control emotional reactions.
22. Resolve conflicts.
23. Display a positive attitude.
25. Employ appropriate skills for gathering and retaining information.
26. Interpret written, graphic, and oral instructions.
27. Identify problems.
28. Clarify individual and company purposes and goals.
29. Identify available solutions and their impact including evaluation of credibility of information, and location of information.
30. Evaluate options.
31. Set priorities.
32. Select/implement options/decisions including prediction of results of proposed action.
33. Organize personal workloads.
34. Participate in brainstorming sessions to generate new ideas and solve problems.
Course Outline

See the Completion Schedule online under Syllabus/Com.Schedule and attached to the end of this Syllabus. The Completion Schedule is a week-by-week assignment schedule.

Means of Assessment of Course Learning Outcomes

Your understanding of the course material and your grade will be determined as follows:

Chapter Assignments

You will complete and turn in assigned exercises from your textbook found under Assignments in Blackboard. These assignments will be checked for accuracy and graded using the following procedure

*Developing Critical Thinking Skills*

Student responses are based on opinion; however, -1 to -2 points is deducted if the response is too brief or too general. Thought should be given as to the likelihood of success related to each situation.

*Using the Web*

-2 points for omitting source of information--sources are checked
-2 points for any part of the assignment that is omitted

*Applications*

-10 points for not spell checking.
-5 points for form errors
-2 points for incorrect or omitted information where applicable

*Overall Grading*

-10 points for not spell checking documents
-5 points for incorrect formats for memos, letters, and reports

Any additional grading information will be included in each assignment as needed.

Tests

Each test is based on 100 points. A -1 point is deducted for each incorrect answer. All tests are online open-book tests.

International Project
This project is based on 150 points and is graded as follows:
- 10 points for each typo— for not spell checking
- 1 point for each punctuation or grammar error
- 10 points for omitting any part of the assignment
- 5 points for omitting sources of information— URLs must be included

The International Project is the common assessment activity for this course. This test is graded on a scale of 0-150 points

Scavenger Hunt (Technology Update)

Students are to visit a nearby computer store and research the latest computers and their features, software, peripherals, and other new products on the market. The purpose of this assignment is to bring the student up to date concerning advances in technology. The scavenger hunt is based on 100 points. There are 13 questions students must answer, each worth 7.7 points each.

Portfolio (Extra-Credit – 50 pts)

Students may develop a personal career portfolio for this class. Employment prospects today are very competitive, and students need an edge to place them at the top of this competitive market and a portfolio can make the difference. This document is designed to make it easy for students to display their best work and accomplishments. Employers and college admissions staff will use your completed portfolio to judge your academic ability, maturity, and motivation. Your portfolio, along with a personal interview, could help determine your future employment or your acceptance into a two- or four-year college. The portfolio should include the following:

- An appropriate three-ring notebook/binder
- Typed letter of introduction
- Typed resume
- Three (3) letters of recommendation
- Three (3) samples of your work
- An official college and/or high school transcript
- Copies of your personal interests and achievements

Your portfolio is to be electronically sent to your instructor. Any documents such as letters of recommendation, transcripts, certifications, etc., should be scanned and included in your portfolio.

The portfolio will be graded by a rubric. You will find a copy of the rubric online under Course Documents.

Evaluation Procedures
### Assignments

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Points Toward Total Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter Assignments</td>
<td>780 points</td>
</tr>
<tr>
<td>Tests (4)</td>
<td>400 points</td>
</tr>
<tr>
<td>Scavenger Hunt Project</td>
<td>100 points</td>
</tr>
<tr>
<td>International Project</td>
<td>150 points</td>
</tr>
<tr>
<td><strong>Total points possible</strong></td>
<td><strong>1,430 points</strong></td>
</tr>
</tbody>
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**Percentage Grading Scale Resulting in the following point system grading scale:**

- \(1430 \times 90\% = 1287\) - 1430 = A
- \(1430 \times 80\% = 1146\) - 1286 = B
- \(1430 \times 70\% = 1001\) - 1145 = C
- \(1430 \times 60\% = 858\) - 1000 = D
- 857 & below = F

### Exams and Assignments

There are 12 chapter assignments, 4 tests, 1 scavenger hunt (technology update), and 1 international project.

Students are to follow the Completion Schedule for due dates for all assignments. Work must be submitted on time. Five points will be deducted for each day an assignment is late. Should an emergency occur, contact your instructor immediately. Any computer problems are expected to be repaired promptly. Computer down time is not an acceptable excuse for late work.

### Extra-Credit Opportunity (50 pts. Possible)

### Discussion Forum Participation

Participation in the Discussion Forums is optional, but a great way to earn extra-credit points. It is also critical for maximizing your learning experiences in all distance-learning courses and you are encouraged to participate in the forums. In each course, you are required to be a part of an online community of learners who collectively interact, through discussion, to enhance and support the professional performance of each other. Part of your participation in the forums includes assessing the quality and quantity of your participation in each discussion forum.

Some characteristics we consider to be part of excellent discussion contributions are outlined below. Your facilitator will consider these characteristics when assessing the quality and level of your participation.

- You should submit your initial post(s) early in the session and your subsequent responses to the posts of other learners at timely intervals within the duration of
the session. Keep in mind the goal is to have a dynamic discussion around the major content of the session that lasts throughout the entire session. You may respond to more than one student’s post as you like during the semester.

- Your posts and responses should be thorough and thoughtful. Just posting an "I agree" or "Good ideas" will not be considered adequate. Support your statement with examples, experiences, or references. You are encouraged to be brief — keep each post and response to one or two short paragraphs. Keep in mind that your fellow learners will be reading and responding to you, too.
- Make certain that in all your posts and responses you address the question, problem, or situation as presented for discussion. This does not mean you should not extend the topic, but do not stray from the topic.
- Discussions occur when there is dialogue. So, build upon the posts and responses of other learners to create discussion threads. Make sure you revisit the discussion forum and respond (if necessary) to what other learners have posted to your initial responses.
- When relevant, add to the discussion by including prior knowledge, work experiences, references, Web sites, resources, etc. (giving credit when appropriate).
- Your contributions to the discussions (posts and responses) should be complete and free of grammatical or structural errors.

The Discussion Forums under Discussion Board are your opportunities to earn extra-credit points. There are five questions to which you may respond and earn 6 points; then ten other questions worth 2 points each including your introduction. A total of 50 points is possible. First, you must post your response to each topic. Second, you must post one response to another student’s if any student has made a post. Sometimes in this class, the enrollment is low and students may not participate. In that case, if you correctly post your response to each topic, you will receive maximum points. However, if other classmates are participating you must respond to one of their posts.

This rubric will be used to assess your participation in each discussion forum in this course.

### Discussion Forum Participation Rubric for Each Question

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Unsatisfactory</th>
<th>Satisfactory</th>
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<tbody>
<tr>
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<tr>
<td><strong>Quantity and Timeliness</strong></td>
<td><strong>Does not submit at least one post during the semester and/or does not submit at least one response to one other learner's response during the session.</strong></td>
<td><strong>Submits at least one thoughtful post during the semester, and/or At least one response to one other learner's response during the session.</strong></td>
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<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>0 Points</strong></td>
<td><strong>6/2 Points</strong></td>
<td></td>
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<tr>
<th><strong>Demonstrates knowledge and understanding of content and applicability to professional practice</strong></th>
<th><strong>Post(s) and responses show little evidence of knowledge and understanding of course content and applicability to professional practice.</strong></th>
<th><strong>Post(s) and responses show evidence of knowledge and understanding of course content and applicability to professional practice.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>0 Points</strong></td>
<td><strong>6/2 Points</strong></td>
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Given the above rubric, students could earn a maximum of 50 points. Total points will be added to the grade book at the end of the semester.

**Student Contributions**

Each student will spend three to five hours per week preparing for class. Participation is critical to student success in this class.

If you read, highlight, and summarize information from the text and make notes in the text margins, you will spend your study time efficiently and will be able to participate effectively as a class member. The assignments for each chapter are to be completed in one file, saved using your last name and chapter number (example: Shelton-Ch1), and sent to your instructor as an attachment to an email message unless otherwise directed. All forms are to be completed and sent separately as attachments to e-mail messages. Your assignment sheets under Assignments will explain how to submit any documents separately from your chapter.

Your contribution includes the following:
1. Be punctual in submitting assignments
2. Read the text
3. Complete assignments
4. Participate in activities and discussions
5. Complete tests on time
6. You do not have to contact your instructor each week for attendance purposes
7. Your weekly assignments will serve as your attendance in the class

**Discipline/ Course/ Department/Policies**

**Attendance**

Since this is an online course, your attendance will be taken based on your turning in assignments on time each week.

Class begins on **January 26, 2015**.

The last day of class is **May 14, 2015**.

The last day to withdraw from a class is **April 20, 2015**.

**Late Work.** All coursework is due according to the Completion Schedule and due by midnight each Sunday evening. A zero (0) will be recorded for all late work. In certain circumstances such as illness or work-related issues, work may be accepted late. The late work will be accepted only with a slip from the doctor or a supervisor’s verification when it is work-related.

**INSTITUTIONAL POLICIES**

**ACADEMIC DISHONESTY**

The Student Code of Conduct prohibits academic dishonesty and prescribes penalties for violations. According to this code, which is printed in the college catalog, "academic dishonesty,” includes (but is not limited to) cheating, fabrication, facilitating academic dishonesty, plagiarism, and collusion.”

1) The Vice-President of Academic & Student Affairs may initiate disciplinary proceedings against a student accused of academic dishonesty.

2) Cheating on a test includes:
   a) Copying from another student’s test paper;
   b) Using, during a test, materials not authorized by the person giving the test;
   c) Collaborating with another student during a test without permission to do so;
   d) Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of an un-administered test.
   e) Substituting for another student, or permitting another student to substitute for you to take a test; and
f) Bribing another person to obtain an unadministered test or information about an unadministered test.

3) “Plagiarism” means the appropriation of another’s work (ideas and/or words) and the unacknowledged incorporation of that work in one’s written work offered for credit. Quotes not identified as quotes constitute a form of plagiarism even if the borrowed ideas are documented.

4) “Collusion” means an unauthorized collaboration with another person in preparing written work offered for credit.

Academic dishonesty may result in the following sanctions, including, but not limited to:

1. A grade of zero or a lowered grade on the assignment or course
2. A reprimand
3. Suspension from the college

NOTIFICATION OF ABSENCE DUE TO RELIGIOUS HOLY DAY(S)

Students who will be absent from class for the observance of a religious holiday must notify the instructor in advance. Please refer to the Student Obligations section of the college catalog for more explanation. You are required to complete any assignments or take any examinations missed because of the absence within the timeframe specified by your instructor.

REQUIREMENTS OF THE AMERICANS WITH DISABILITIES ACT (A430)

North Lake College provides academic accommodations to students with disabilities, as defined under ADA law. It is the student’s choice and responsibility to initiate any request for accommodations. If you are a student with a disability who requires such ADA accommodations, please contact North Lake College’s Disability Services Office in person (A430) or by phone at 972-273-3165. [http://www.northlakecollege.edu/resources/disability.html](http://www.northlakecollege.edu/resources/disability.html)

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974 (FERPA)

In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the College may release information classified as “directory information” to the general public without the written consent of the student. Directory information includes: (1) student name, (2) student address, (3) telephone numbers, (4) date and place of birth, (5) weight and height of members of athletic teams, (6) participation in officially recognized activities and sports, (7) dates of attendance, (8) educational institution most recently attended, and (9) other similar information, including major field of student and degrees and awards received. Students may protect their directory information at any time during the academic year. If no request is filed, directory information is released upon written inquiry. No telephone inquiries are acknowledged. No transcript or academic record is released without written consent from the student, except as specified by law.
**ADMINISTRATIVE WITHDRAWAL**

Students with valid extenuating circumstances may be eligible for an administrative withdrawal by the Dean of the Division in which the course or courses are taught. An administrative withdrawal will not be awarded to students who simply fail to withdraw prior to the last day to receive a “W.” The request for an administrative withdrawal must be made in writing to the Dean of the Division with any supporting documentation attached. This must occur before the last official day of the semester.

**DROP POLICY**

If you are unable to complete this course, you must officially withdraw by Friday, November 14. Withdrawing is a formal procedure which you must initiate; your instructor cannot do it for you. All Dallas County Community Colleges charge a higher tuition rate to students registering the third time for a course. This rule applies to the majority of credit and Continuing Education / Workforce Training courses. Developmental Studies and some other courses are not charged a higher tuition rate. Third attempts include courses taken at any DCCCD college since the fall 2002 semester. For further information, go online to: [http://www.DCCCD.edu/thirdcourseattempt](http://www.DCCCD.edu/thirdcourseattempt).

**STOP BEFORE YOU DROP**

For students who enrolled in college level courses for the first time in the fall of 2007, Texas Education Code 51.907 limits the number of courses a student may drop. You may drop no more than 6 courses during your entire undergraduate career unless the drop qualifies as an exception. Your campus counseling/advising center will give you more information on the allowable exceptions. Remember that once you have accumulated 6 non-exempt drops, you cannot drop any other courses with a “W”. Therefore, please exercise caution when dropping courses in any Texas public institution of higher learning, including all seven of the Dallas County Community Colleges. For more information, you may access: [https://www1.dcccd.edu/coursedrops](https://www1.dcccd.edu/coursedrops).

**FINANCIAL AID STATEMENT**

Students who are receiving any form of financial aid should check with the Financial Aid Office prior to withdrawing from classes. Withdrawals may affect your eligibility to receive further aid and could cause you to be in a position of repayment for the current semester. **Students who fail to attend or participate are also subject to this policy.**

To apply for financial aid in the DCCCD, students must complete FAFSA (Free Application for Federal Student Aid) on the web at: [http://www.fafsa.ed.gov](http://www.fafsa.ed.gov).
COUNSELING SERVICES (A430)

Counseling services for personal issues are provided to all students currently enrolled at North Lake College. These services are provided by licensed professionals who are bound by confidentiality (within ethical parameters) at no charge. With the assistance of a counselor, students are able to identify, understand, resolve issues, and develop appropriate skills. To make an appointment call 972-273-3333 or visit A 430.

THE ACADEMIC SKILLS CENTER (A332)

The Academic Skills Center (ASC) is designed to provide assistance to students in the following areas:

- Labs for students enrolled in foreign language, Developmental Reading, and ESOL courses. One-on-one tutoring is available.
- The Writing Center can help students clarify writing tasks, understand instructors’ requirements, develop and organize papers, explore revision options, detect grammar and punctuation errors, and properly use and document sources. Rather than merely editing or “fixing” papers, tutors focus on helping students develop and improve their writing skills.
- The Online Writing Lab (OWL) allows students to submit papers to our writing tutors electronically and get feedback within 24-72 hours. The OWL can be accessed through eCampus. After logging on to eCampus, click on the Community Tab at the top. Type “Owl” in the search field and click “Go.” Next, click on the double drop-down arrows next to “NLC-OWL2,” and then click on “Enroll.” Once enrolled, students can receive services from the OWL.
- The Blazer Internet Lounge, with 12 computers, additional open seating, and WiFi Internet access is available.

For more information or to schedule a tutoring appointment, come by A-332 or call 972-273-3089.

TESTING CENTER (A 425)

Monday-Thursday: 8:30 a.m. – 8:00 p.m.
   No tests will be issued after 7:00 p.m. Other cut-off times may be in effect for specific exams by the instructor’s direction. All exams collected at 8:00 p.m.

Friday-Saturday: 8:30 a.m.-3:30 p.m.
   No tests will be issued after 2:30 p.m. Other cut-off times may be in effect for specific exams by the instructor’s direction. All exams collected at 3:30 p.m.

Sunday – CLOSED

If you instructor requires you to complete an exam in the Testing Center, be sure to have the following information when you request you test:
1. Instructor’s name
2. Subject, course number, and section number (exp: Speech 1311.7011)
3. Exam number (1st, 2nd, 3rd, etc.)
4. Exam deadline (Get this information from your instructor. The testing staff cannot look up this information on computers).

You should also bring the following supplies:
1. Pencil
2. Scantron answer sheet
3. A Test Request Form must be completed before entering the Testing Center.
5. Government or school issued photo identification is required & enforced.

You may not bring personal items into the Testing Center. This includes bags, cell phones, and pagers. Please show courteous and cooperative behavior while using the services provided by the Testing Center.

DO NOT bring children to the Testing Center. You must make arrangements for the care of your children prior to your exam date. The police department will be notified of any unattended children. DO NOT take any testing materials with you when you leave the Testing Center. This includes the test, answers, charts, scratch paper. These items will be attached to your test.

Questions? Please visit the Testing Center (A 425) or call 972-273-3160.

Tammy White
tammy.white@dcccd.edu