Term: Summer 2019 (5-Week Course: Session 1)  
Course: POFT-1309-45450  
Course Dates: June 6 – July 3  
Class Location: Internet/Online

<table>
<thead>
<tr>
<th>Instructor:</th>
<th>Stephen Thomas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>972-860-7221</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:stephenthomas@dccc.edu">stephenthomas@dccc.edu</a></td>
</tr>
<tr>
<td>Office &amp; Office Hours:</td>
<td>Online</td>
</tr>
</tbody>
</table>

Career Technologies Division: T-Building: Room 143 | 972-860-7143

Course Drop Date: June 25, 2019

Disclaimer: The instructor reserves the right to amend this syllabus as necessary.

Institutional Policies: Eastfield College Institutional Policies  
(https://www.eastfieldcollege.edu/au/fastfacts/legal/pages/policies-for-syllabi.aspx)

Course Information

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Administrative Office Procedures</th>
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</thead>
<tbody>
<tr>
<td>Course Description</td>
<td>Study of current office procedures, duties, and responsibilities applicable to an office environment.</td>
</tr>
<tr>
<td>Credit Hours</td>
<td>3 Credit Hours (2 Lecture/2 Lab)</td>
</tr>
<tr>
<td>Meeting Time</td>
<td>Online</td>
</tr>
<tr>
<td>Course Prerequisites</td>
<td>None</td>
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</tbody>
</table>

Course Objectives:
The student will be exposed to information in the following areas:
- Describe the changing workplace and develop effective communication skills for the environment
- Use effectively telecommunications, computer, and records management technology
- Succeed in the work environment by controlling stress and anger
- Evaluate ethics in the workplace
- Explore time management techniques for efficiency in the workplace
- Compose effective correspondence and develop verbal presentation skills
- Handle travel, meetings, and mail
- Plan and manage your career

End-of-Course Outcomes:
➢ By completing a variety of assignments, students will demonstrate an understanding of the characteristics and personal qualities that are important for administrative professionals.

➢ Students will successfully perform office-related tasks and demonstrate understanding of the skills, equipment, tools, and techniques used by administrative professionals by completing class assignments and projects.

**SCANS Competencies** (Secretary's Commission on Achieving Necessary Skills)

- **Demonstrating Basic Skills** – Writing; Speaking; Listening.
- **Manage Resources** – Manage time, Manage materials, Manage space, Manage staff
- **Exhibiting Interpersonal Skills** – Work on teams; Negotiate with others
- **Demonstrating Basic Skills** – Speaking
- **Using Technology** – Select equipment and tools; Maintain/troubleshoot technologies.
- **Demonstrating Thinking Skills** – Decision making.
- **Exhibiting Personal Qualities** – Sociability; Integrity; Self-esteem.

**Course Competencies:**

- **Critical Thinking Skills** - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information.
- **Communication Skills** - to include effective development, interpretation and expression of ideas through written, oral and visual communication.
- **Empirical and Quantitative Skills** - To include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions.
- **Teamwork** - To include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal.
- **Personal Responsibility** - to include the ability to connect choices, actions and consequences to ethical decision-making.
- **Social Responsibility** - to include intercultural competence, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities.

**Course Outline**

*This course is divided into 5 Units with 16 chapters as follows:*

**UNIT 1: THE WORKPLACE AND YOU**
- Chapter 1: Entering the Workforce
- Chapter 2: Becoming a Professional
- Chapter 3: Managing and Organizing Yourself

**UNIT 2: THE WORKPLACE ENVIRONMENT**
- Chapter 4: Working Ethically
- Chapter 5: Understanding the Workplace Team
- Chapter 6: Developing Customer Focus

**UNIT 3: COMMUNICATION – THE KEY TO SUCCESS**
- Chapter 7: Improving Communication Skills
- Chapter 8: Communicating with Technology
- Chapter 9: Developing Presentation Skills
- Chapter 10: Planning Meetings and Events

**UNIT 4: RECORDS, MANAGEMENT, TRAVEL, AND FINANCES**
- Chapter 11: Managing Physical Records
- Chapter 12: Managing Electronic Records and Mail
- Chapter 13: Coordinating Business Travel
- Chapter 14: Understanding Financial Documents

**UNIT 5: CAREER SUCCESS**
### Required or Recommended Materials

**The Administrative Professional, 15E**

Dianne S. Rankin; Kellie A. Shumack, Ph.D.
ISBN-10: 1-305-58116-4  

CengageMindtap Online Access Code Required

Best deal is to purchase Cengage Unlimited pass for $119.99 (semester) or $179.99 (full year) which gets student total access to all courses that use Cengage publishing (this applies to all POFI and POFT courses at Eastfield). If you are taking more than 1 class, or definitely more than 1 semester, this is a great price. It includes full online access, and a rental book can be mailed to you for $7.99. In addition, 12-month free access for up to six ebooks after semester or yearly subscription ends.

### Textbook ISBN

ISBN 9781305581197 (Cengage Unlimited)

### Evaluation Procedures

Students have the opportunity to earn 1000 points in this class. Final grades will be based on Discussion Boards, Video Assessments, Discussion Questions, Critical Thinking Scenarios, and Premium Quizzes. As a general rule, all assignments, projects, and tests are graded within 24-48 hours of submission, while Discussion Boards are graded by Tuesday after they close. Grades will be determined based on the following scale:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>Discussion Board (7 @ 14 points each, 1 @ 12 points)</td>
<td>11% 110 points</td>
</tr>
<tr>
<td>Video Assessments (6 @ 15 points each)</td>
<td>9% 90 points</td>
</tr>
<tr>
<td>Discussion Questions (16 @ 20 points each)</td>
<td>32% 320 points</td>
</tr>
<tr>
<td>Critical Thinking Scenarios (16 @ 15 points each)</td>
<td>24% 240 points</td>
</tr>
<tr>
<td>Premium Quizzes (16 @ 15 points each)</td>
<td>24% 240 points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1000 points</strong></td>
</tr>
</tbody>
</table>

**A = 900–1000**  
**B = 800–899**  
**C = 700–799**  
**F = below 700**

### Exams and Assignments

**Week 1: June 6 – 9 = 4-Days (130 points)**

<table>
<thead>
<tr>
<th>Chapters</th>
<th>Practice Exercises</th>
<th>Graded Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2</td>
<td>Tutorial Quiz (1, 2)</td>
<td>Discussion Board (Response and replies by Sunday)</td>
</tr>
<tr>
<td></td>
<td>Above and Beyond (1, 2)</td>
<td>Video Assessment – Part 1</td>
</tr>
<tr>
<td></td>
<td>Activities (1, 2)</td>
<td></td>
</tr>
</tbody>
</table>

### Grading Scale

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
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<tbody>
<tr>
<td>A</td>
<td>90-100</td>
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<tr>
<td>B</td>
<td>80-89</td>
</tr>
<tr>
<td>C</td>
<td>70-79</td>
</tr>
<tr>
<td>F</td>
<td>0-69</td>
</tr>
<tr>
<td>Week 2: June 10 - 16 (245 points)</td>
<td></td>
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<tr>
<td>---</td>
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</tr>
<tr>
<td><strong>Chapters</strong></td>
<td>3, 4, 5, 6</td>
</tr>
</tbody>
</table>
| **Practice Exercises** | Tutorial Quiz (3, 4, 5, 6)  
Above and Beyond (3, 4, 5, 6)  
Activities (3, 4, 5, 6) |
| **Graded Tasks** | Discussion Board (Response by Wednesday, replies by Sunday)  
Video Assessment – Part 2  
Discussion Questions (3, 4, 5, 6)  
Critical Thinking (3, 4, 5, 6)  
Premium Quiz (3, 4, 5, 6) |

<table>
<thead>
<tr>
<th>Week 3: June 17 - 23 (245 points)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chapters</strong></td>
<td>7, 8, 9, 10</td>
</tr>
</tbody>
</table>
| **Practice Exercises** | Tutorial Quiz (7, 8, 9, 10)  
Above and Beyond (7, 8, 9, 10)  
Activities (7, 8, 9, 10) |
| **Graded Tasks** | Discussion Board (Response by Wednesday, replies by Sunday)  
Video Assessment – Part 3  
Discussion Questions (7, 8, 9, 10)  
Critical Thinking (7, 8, 9, 10)  
Premium Quiz (7, 8, 9, 10) |

<table>
<thead>
<tr>
<th>Week 4: June 24 - 30 (260 points)</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Chapters</strong></td>
<td>11, 12, 13, 14</td>
</tr>
</tbody>
</table>
| **Practice Exercises** | Tutorial Quiz (11, 12, 13, 14)  
Above and Beyond (11, 12, 13, 14)  
Activities (11, 12, 13, 14) |
| **Graded Tasks** | Discussion Board (Response by Wednesday, replies by Sunday)  
Video Assessment – Part 4 (2 of them)  
Discussion Questions (11, 12, 13, 14)  
Critical Thinking (11, 12, 13, 14)  
Premium Quiz (11, 12, 13, 14) |

<table>
<thead>
<tr>
<th>Week 5: July 1 – 3 = 3-Days (120 points) (note all work due by Wednesday, July 3)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chapters</strong></td>
<td>15, 16</td>
</tr>
</tbody>
</table>
| **Practice Exercises** | Tutorial Quiz (15, 16)  
Above and Beyond (15, 16)  
Activities (15, 16) |
**Graded Tasks**
Discussion Board (Response by Wednesday, no replies needed)
Video Assessment – Part 5
Discussion Questions (15, 16)
Critical Thinking (15, 16)
Premium Quiz (15, 16)

**Discussion Boards**
The student is required to complete various discussion boards. It is expected that each student create an initial post (100+ words) and respond to a minimum of 3 other student posts (50+ words) each week. Timeliness of initial post in addition to quality is considered when assigning weekly grade.

**Practice Exercises**
The practice exercises are exercises to assist in applying the knowledge learned in the chapter in a hands-on format. These exercises are not turned in or graded, but assist in preparing for the assignments and skills tests, as the skills build upon one another. It is strongly recommended that students take the tutorial quiz (not graded) prior to taking the graded premium quiz to assess their knowledge of the chapter. Additional skills practice is available if needed, just ask. Laboratory time is the time to be conducting skills practice in addition to completing assignments and other work as needed.

**Discussion Questions and Critical Writing Scenario Assignments**
Discussion Questions and Critical Writing Scenario assignments along with all other tasks due will be posted at the top of each module, and are available for viewing anytime. All tasks are due by Sunday at 11:59pm unless otherwise stated.

**Premium Quizzes**
The Premium Quizzes serve as the chapter assessments and are the only exams given in this class. Premium quizzes along with all other tasks due will be posted at the top of each module, and are available for viewing anytime. All tasks are due by Sunday at 11:59pm unless otherwise stated.

**Late Work**
Late work is not permitted, unless pre-arranged. Almost all assignments, quizzes, tests, and discussion boards are online, so these are all due whether absence is excused or unexcused.

| **Attendance Policy** | Face to Face Classes: To be successful, students must attend and participate in all courses in which they are enrolled courses, including lab hours. Students are permitted no more than two (2) absences 8-week class or four (4) absences per 16-week class in order to receive points for Class Participation. If extenuating circumstances are involved, please contact the professor before the infraction. All absences must be communicated to the professor prior to the class period for it to be considered as an excused absence.

Hybrid classes, attendance is crucial during face to face sessions. One or two absences are permitted, depending on the number of face-to-face sessions.

Online classes, attendance is tracked by completion of assignments, and log-in appearances in eCampus. |

The instructor reserves the right to amend this syllabus at any time as necessary to meet the educational objectives of the course.