ADMINISTRATIVE OFFICE PROCEDURES I
POFT 1309.85400
SUMMER I 2019 | 3 credit hours

INSTRUCTOR’S NAME: Dr. Gwen Hester
OFFICE NUMBER: B146
OFFICE TELEPHONE: 972-238-6033 (voice mail) or 972-238-6210
CAMPUS OFFICE HOURS: M-R 3:00-4:00 p.m.
VIRTUAL OFFICE HOURS: T/R 11:00 a.m. – Noon
E-MAIL: ghester@dccc.edu (alternate e-mail: gwenhester.rlc@gmail.com)
CLASS DATES: June 6 – July 3
DROP DATE: June 25, 2019
COURSE KEY: MTPN-83KN-R0TB

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

I. COURSE DESCRIPTION
Study of current office procedures, duties, and responsibilities applicable to an office environment.

II. PREREQUISITE
Suggested Prerequisite: Basic keyboarding skills.

III. COURSE MATERIALS
A. BEFORE YOU MAKE YOUR PURCHASE, please review the last page of our syllabus to see the exciting offer that our publisher, Cengage Learning, has to offer you!!
   C. One Jump Drive
   D. Audio headset or earphones

IV. 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 AND FOUNDATIONS:

Manage Resources: Manage Time, Manage Materials, Manage Space, Manage Staff
Exhibiting Interpersonal Skills: Serve Customers, Lead Work Teams, Work with Different Cultures
Demonstrating Basic Skills: Speaking
Demonstrating Thinking Skills: Decision Making
Exhibiting Personal Qualities: Self-esteem, Sociability

VI. EVALUATION—Assignments will be averaged within the designated segment.

All assignments and quizzes/tests are worth specific portions of your overall grade:

A. Administrative Student Assignments 25%
B. Gregg Reference Manual Worksheets 15%
C. Discussion Boards (A – F) 15%
D. Chapter Discussion Items (Ch. 1-16) 20%
E. Unit Tests (4) 25%
F. Orientation Quiz—Extra Credit 5%

Grade Scale:
A = 100 – 90
B = 89 – 80
C = 79 – 70
D = 69 -60
F = 59 and below

Naming Files Correctly

***IMPORTANT*** Any homework assignments or projects that do not adhere to the correct naming convention will have 10 points deducted from the score. All homework files MUST be saved using the following information.
Student’s First and Last Names, Chapter #, Activity Name/Discussion Questions

Examples of acceptable filenames:
Janet Doe Ch 1 Disc Ques.docx (This is an example a filename for responses to the Discussion Questions.)
Janet Doe Ch 3 Act 3-4.docx (This is an example for an activity file found at the end of a chapter.)

Identifying and Citing References in Assignment Summaries

***IMPORTANT*** There will be a 30-point penalty imposed for any research summaries/articles that do not contain complete documentation for the sources used to gather the data/information.

Example 1: If a hardcopy book, newspaper, or article is used, then the name of author, the date of publication, page number, book title, article title, and publisher should be included in citation. All sources used should be cited at the end of the summary/research.

Example 2: If an Internet source is used as the source of information, the complete URL (web address) should be cited at the end of summary/research.
VII. **HOLIDAYS**  
All campus buildings will be closed and no wireless access available on campus. eCampus will still be available. However, there are no official holidays that will occur during the Summer I session (June 6 – July 3).

VIII. **CLASSROOM POLICIES**

Richland College policy states that food, drink (including water bottles), and smoking are not allowed in classrooms. All food and drinks will be confiscated in the classroom. Minor children should not be brought into classrooms, laboratories, or other facilities of the college. Please turn cell phones off when you are in the classroom and/or lab. Students/handlers utilizing a service animal while on campus are required to register with the Disability Services Office.

**LATE ASSIGNMENTS/INCOMPLETE ASSIGNMENTS**

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<thead>
<tr>
<th>Your assignments, quizzes and tests (unless otherwise indicated) should be submitted by midnight on the date noted in syllabus and assignment schedule.</th>
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<tbody>
<tr>
<td>For each chapter assignment submitted after the initial deadline date, 15 points will be deducted from the assignment’s total points for the first week it is late. <strong>After one week, the assignment(s) or discussion forum response will not be accepted for credit and will receive a score of “0.”</strong></td>
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<td><strong>Note:</strong> The instructor will not accept e-mailing problems as a cause for late work. Please notify the instructor as soon as possible if you experience problems by sending an e-mail. At that time other methods of turning in work will be discussed.</td>
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<td><strong>INCOMPLETE ASSIGNMENTS</strong> - Assignments that are incomplete will receive a score of 0. Examples of incomplete homework include (1) not responding to all assigned questions, (2) not completing assignments according to the directions, or (3) not submitting all files for a given assignment. If you are not sure how to complete a given assignment, it is your responsibility to contact your instructor immediately so that you can get clarification.</td>
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IX. **INSTITUTIONAL POLICIES**

Institutional Policies relating to this course can be accessed from the following link: [www.richlandcollege.edu/syllabipolicies](http://www.richlandcollege.edu/syllabipolicies)

X. **COURSE OUTLINE**

We will use a combination of group, individual, and social media activities for learning administrative office procedures concepts and applications.

**Important Web Addresses:** [http://ecampus.dcccd.edu](http://ecampus.dcccd.edu)

1. **Login to our website by typing your 7-digit student I.D. with an “e” in front. Use the same procedure for the password.**
2. **Click on the link to our course, read any pertinent announcement, and then click the Course Documents button on the left.**
3. **Click the link for the desired chapter. The online instructions mirror those listed in your textbook. However, additional several online chapter links and activities have been**
provided to help you understand the concepts devoted to efficient office procedures better; these items have not been assigned but are there for your enrichment.

4. **Please use the Assignment schedule** to refer to those specific assignments and due dates that will be used in your evaluation.
### POFT 1309 ADMINISTRATIVE OFFICE PROCEDURES I
#### SUMMER I 2019 Section 85400

<table>
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<tr>
<th>Week</th>
<th>Date</th>
<th>Chapter</th>
<th>Assignment Due Dates**¹</th>
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</table>
| 1    | R 6/6 | Read Chapter 1  
**Diagnostic Survey**: GRM Worksheet 1  
View GRM PowerPoint Slides on eCampus. | **Due 6/11 (deadline 6/18)**  
Ch. 1 Disc. Items 1-7  
OneNote Explore (see Chapter 1 eCampus folder for details)  
**Discussion Board A**  
Read Chapters 2 and 3 |
|      | T 6/11| PowerPoint Review - Chapter 2 and  
Chapter 3  
GRM Worksheet 2 | **Due 6/14 (deadline 6/21)**  
Ch. 2 Disc. Items 1-10  
Ch. 2 Act. 2  
Ch. 3 Disc. Items 1-9  
Ch. 3 Act. 2, 5, and 6  
**Discussion Board B**  
GRM Worksheet 2 A – C / PP Slides  
Unit 1 Test (Ch. 1-3)  
Read Chapter 4 |
|      | F 6/14| PowerPoint Review - Chapter 4  
GRM Worksheet 3 | **Due 6/18 (deadline 6/25)**  
Ch. 4 Disc. Items 1-7  
Ch. 4 Act. 2 and 12  
GRM Worksheet 3 A – D / PP Slides  
Read Chapter 5  
PowerPoint Review - Chapter 5  
GRM Worksheet 4 | Ch. 5 Disc. Items 1-7  
Ch. 5 Act. 6  
Read Chapter 6 |

¹ After you read your chapters, please be sure to check eCampus in the Assignments & Videos tab for updates BEFORE you complete the assignments. A detailed description and directions are provided in eCampus for all assignments.
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<th>Activity</th>
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| T 6/18 | PowerPoint Review - Chapter 6  
GRM Worksheet 5  
Due 6/21 (deadline 6/28)  
Ch. 6 Disc. Items 1-8  
Discussion Board C  
Ch. 6 Act. 10  
GRM Worksheet 5 A – E/ PP Slides  
Unit 2 Test (Ch. 4-6)  
Read Chapter 7 |
| F 6/21 | PowerPoint Review - Chapter 7  
GRM Worksheet 6  
Due 6/25 (deadline 7/3)  
Ch. 7 Disc. Items 1-10  
Ch. 7 Act. 5 and 6  
GRM Worksheet 6 A – C/ PP Slides  
Read Chapter 8 |
| 4 |  
T 6/25 | PowerPoint Review - Chapter 10  
GRM Worksheet 9  
Due 6/28 (deadline 7/3)  
Ch. 10 Disc. Items 1-10  
Ch. 10 Act. 1, 6, and 9  
Discussion Board D  
GRM Worksheet 9 A – D/ PP Slides  
Unit 3 Test (Ch. 7-10)  
Read Chapter 11 |
| F 6/28 | Chapter 12 – PowerPoint Review  
GRM Worksheet 11  
Due 7/3 (deadline 7/3)  
Ch. 12 Disc. Items 1-11  
Read Chapter 13 |
|  |  
PowerPoint Review - Chapter 13  
GRM Worksheet 12  
Ch. 13 Disc. Items 1-10  
Ch. 13 Act. 1, 2, 3, and 10  
Discussion Board E  
Read Chapter 14 |
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<th>5 Final Week</th>
<th>T 7/2</th>
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<tr>
<td><strong>PowerPoint Review - Chapter 14</strong></td>
<td><strong>Due 7/3 (deadline 7/3)</strong></td>
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<td><strong>GRM Worksheet 13</strong></td>
<td>Ch. 14 Disc. Items 1-7</td>
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<td>Ch. 14 Act. 1, 9, and Above &amp; Beyond</td>
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<td>GRM Worksheet 13 A – C/ PP Slides</td>
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<td><strong>Unit 4 Test (Ch. 11-14)</strong></td>
<td><strong>Read Chapter 15 and Chapter 16</strong></td>
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| **PowerPoint Review - Chapter 15** | Ch. 15 Disc. Items 1-10 |
| **GRM Worksheet 20**              | Ch. 15 Act. 2, 3, and 5 |
|                                  | **Discussion Board F** |
|                                  | GRM Worksheet 20 A – B (1-50)/ PP Slides |
|                                  | Ch. 16 Disc. Items 1-9 |

| **ALL ITEMS DUE BY MIDNIGHT (Central Time)** | **Due 7/3 (deadline 7/3)** |
| Submit the following items:                  | Ch. 14 Disc. Items 1-7  |
| (1) Ch. 14 Disc. Items 1-7                   | Ch. 14 Act. 1  |
| (2) Ch. 14 Act. 1                            | Ch. 14 Act. 9  |
| (3) Ch. 14 Act. 9                            | Ch. 14 Above & Beyond  |
| (4) Ch. 14 Above & Beyond                    | Ch. 15 Disc. Items 1-10  |
| (5) Ch. 15 Act. 2, 3, and 5                  | Ch. 15 Act. 2, 3, and 5  |
| (7) **Discussion Board F**                  | **Discussion Board F** |
| (8) GRM Worksheet 20 A – B (1-50)           | GRM Worksheet 20 A – B (1-50)  |
| (9) Ch. 16 Disc. Items 1-9                   | Ch. 16 Disc. Items 1-9  |

**NO ASSIGNMENTS/TESTS WILL BE ACCEPTED AFTER MIDNIGHT Wednesday, July 3, Central Time Zone**
Your Course Materials:

Materials required for this course are included in Cengage Unlimited, a subscription that provides access to ALL Cengage eBooks and digital learning products – over 22,000 in total – for only $119.99 (extended subscriptions also available). One Cengage Unlimited subscription can be used across ALL courses this semester where Cengage products are assigned. If you are taking another course this semester that is using Cengage products, you will be able to access those course materials for no additional cost. You can purchase your Cengage Unlimited subscription in the Richland College Bookstore and at cengage.com. To check the other courses at Richland College using Cengage this semester, check this website and also be sure to verify with your instructor for that course: https://www.cengage.com/coursepages/unlimited_richland

Print: You’ll be eligible for a print rental when you activate MindTap and subscribe to Cengage Unlimited. All you will pay is $7.99 and this includes shipping. For print you can keep, purchase a loose-leaf version of the textbook at a discount through Cengage Unlimited. Loose-leaf shipping is free when purchased with Cengage Unlimited.

Pricing: Cengage Unlimited is $119.99 for a 4-month subscription, $179.99 for a 12-month subscription or $239.99 for a 24-month subscription. Students using Financial Aid can purchase a Cengage Unlimited subscription from the Richland College bookstore.

Bonus: When your Cengage Unlimited subscription ends, you can keep up to six eBooks in a digital locker and access them for one year. (Introductory offer).

Extra Help: cengage.com/start-strong

As a reminder, you should NOT purchase BOTH individual course materials AND a Cengage Unlimited subscription. In many instances, a Cengage Unlimited subscription will be your best option.