I. INTRODUCTION

A. Study of current office procedures, duties, and responsibilities applicable to an office environment.

B. This is a required course for the General Office, Office Technology Support, Office Technology Professional, and Office Technology Specialist certificates. It is also required on the Office Technology and Paralegal/Legal associate of applied science degrees.

C. This course in conjunction with other appropriate courses prepares students to enter the secretarial, office administration, word processing, office management, or health information management career fields.

D. Prerequisite: Keyboarding knowledge or current enrollment in a keyboarding course.

E. Alphanumeric coding used throughout this syllabus denotes integration of SCANS occupational competencies (C1, etc.) and foundation skills (F1, etc.).

II. LEARNING OUTCOMES

Upon successful completion of ADMINISTRATIVE OFFICE PROCEDURES I, the student will:

A. Develop time management techniques. (C1,C6,C13,C15,) (F8,F9,F13,F16)

B. Demonstrate communication skills. (C7,C11,C14,C15,C19) (F2,F5,F6,F9,F15)

C. Identify the basic skills of an office professional. (C4,C9,C10,C14) (F1,F2,F5,F6,F7,F8,F9,F12,F13,F14,F15,F16)
III. INSTRUCTIONAL MATERIALS

Instructional materials for this course may be found at www.ctcd.edu/books

IV. COURSE REQUIREMENTS

A. Reading Assignments. The student reads chapters from the textbook as assigned by the instructor. The student must read and understand the chapters in order to orally participate in class discussion, answer oral questions by instructor, and answer questions on pop quizzes, if given.

B. Daily Written Assignments. Certain office applications/projects will be assigned to be submitted to the instructor on the due date. The student will receive a grade. If these applications/projects are late, the instructor will assign a penalty of minus 10 points with no exceptions allowed.

C. Mailability Evaluation of Typed Assignments. The student will key and turn in to the instructor certain types of communications: business letters, memorandums, and reports. Assignments will be graded on the basis of mailability, that is, quality that is acceptable by the business community. These assignments will be due on the due date given. There will be no exceptions.

V. EXAMINATIONS

A. Chapter examinations will be given throughout the course.

B. There will be a midterm and final exam administered at appropriate times.

VI. SEMESTER GRADE COMPUTATION

A. Grades will be computed as follows:

1. Participation/Blogs/Discussion 25%
2. Projects/Assignments 25%
3. Exams 50%

B. When grades are submitted to the student's permanent records, letter grades will be assigned as follows: (based on percentage)

90 - 100 = A
80 - 89 = B
70 - 79 = C
60 - 69 = D
0 - 59 = F

For this course to be used to satisfy the requirements for an Office Technology certificate, the student must make at least a grade of C.
VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM COURSE INSTRUCTOR

A. Course Withdrawal: It is the student's responsibility to officially drop a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file an Application for Withdrawal or an Application for Refund. The withdrawal form must be signed by the student.

Application for Withdrawal will be accepted at any time prior to Friday of the 12th week of classes during the 16 week fall and spring semesters. The deadline for sessions of other lengths is as follows.

Friday of 3rd week for 5-week courses
Friday of 4th week for 6-week courses
Friday of 6th week for 8-week courses
Friday of 7th week for 10-week courses
Friday of 9th week for 12-week courses
Friday of 12th week for 16-week courses

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

Students who officially withdraw will be awarded a grade of "W", provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the college before they may be considered for withdrawal.

A student may not withdraw from a class for which the instructor has previously issued the student a grade of "F" or "FN" for nonattendance.

B. Administrative Withdrawal: An administrative withdrawal may be initiated when the student fails to meet the College attendance requirements. The instructor will assign the appropriate grade on the Administrative Withdrawal Form for submission to the registrar.

Under Section 51.907 of the Texas Education Code, “an institution of higher education may not permit a student to drop more than six courses, including any course a transfer student has dropped at another institution of higher education.” This statute was enacted by the State of Texas in spring 2007 and applies to
students who enroll in a public institution of higher education as first-time freshmen in fall 2007 or later.

C. **Incomplete Grade**: In keeping with College policy, the instructor may grant an incomplete grade in cases in which the student has completed the majority of the course work, but because of extenuating circumstances, is unable to complete the requirements for the course. Prior approval from the instructor is required before the grade of “IP” is recorded. Deadline for changing the IP grade is 110 days after the scheduled end of the course. An IP grade can be replaced with the student’s actual grade, including an F; but it may not be replaced with a W. At the end of the 110 calendar days if the student has not completed the remaining coursework as required by the instructor, the “IP” will be converted to an “FI” and appear as an “F” on the student’s official transcript.

D. **Cellular Phones**: Cellular phones will be turned off while the student is in the classroom or laboratory.

E. **Americans With Disabilities Act (ADA)**: Disability Support Services provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Review the website at [www.ctcd.edu/disability-support](http://www.ctcd.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

F. **Instructor Discretion**: The instructor reserves the right of final decision in course requirements.

G. **Civility**: Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.

H. **Scholastic Honesty**: All students of the Office Technology program are required and expected to maintain the highest standards of scholastic honesty in the preparation of all work and in examinations. Each student should avoid:

1. **Plagiarism**: the taking of passages or ideas from writings of others without giving proper credit to the source.
2. **Collusion**: working together with another person in the preparation of work unless such joint preparation is specifically approved in advance by the instructor.
3. **Cheating**: giving or receiving information on an examination, homework, or projects.
4. Students found guilty of scholastic dishonesty are subject to the Office Technology Department’s disciplinary action and CTC’s disciplinary committee; in addition, students are subject to having credit for courses canceled.

VIII. COURSE OUTLINE

A. **Part One:** The Workplace and You

1. **Learning Outcomes:** Upon completion of this unit, the student will achieve the following outcomes with at least 70% accuracy on a unit assessment.

   **Chapter One**
   a. Assess the demand for administrative professionals and describe their work and work settings.
   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

   **Chapter Two**
   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.

   **Chapter Three**
   a. Explain steps for setting and meeting goals and priorities.
   b. Describe strategies and tools for organizing your work area.
   c. Describe strategies and tools for managing your workload.
   d. Identify life management skills that improve job performance.

2. **Learning activities:**

   a. Classroom lecture/discussion (C5,C7) (F5)
   b. Student homework study (C1,C6) (F8,F11,F13)
   c. Reading assignment (C5,C6) (F1)
   d. Assigned office applications (C3,C8,C9,C15)
   e. Role-playing exercises (C7,C9,C12,C14) (F6,F9)
   f. Research project (C1,C3,C5,C6,C7,C8) (F1,F2,F16)

3. **Unit Outline:** Follow the sequence of the Learning Outcomes.

B. **Part Two:** The Workplace Environment
1. **Learning Outcomes:** Upon completion of this unit, the student will achieve the following outcomes with at least 70% accuracy on a unit assessment.

**Chapter Four**
a. Describe basic ethical terms and concepts.
b. List characteristics of ethical businesses and organizations.
c. Describe resources and methods for making ethical decisions at work.
d. Identify unethical workplace behaviors and steps for working ethically.

**Chapter Five**
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

**Chapter Six**
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.

2. **Learning Activities:**

   a. Classroom lecture/discussion  (C5,C7) (F5)
   b. Student homework study  (C1,C6) (F8,F11,F13)
   c. Reading assignment  (C5,C6) (F1)
   d. Assigned office applications  (C3,C8,C9,C15)

3. **Unit Outline:** Follow the sequence of the Learning Outcomes.

C. **Part Three:** Communication – The Key to Success

1. **Learning Outcomes:** Upon completion of this unit, the student will achieve the following outcomes with at least 70% accuracy on a unit assessment.

**Chapter Seven**
a. Describe the communication process and its elements.
b. Describe types of listening and ways to improve listening skills.
c. Describe factors related to effective verbal and nonverbal communication.
Chapter Eight
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 using telephone communications.
d. Identify security issues and solutions for protecting computer data

Chapter Nine
a. Plan and research presentations.
b. Write the content of presentations.
c. Develop visual aids for presentations.
d. Practice and prepare to give presentations.
e. Deliver effective individual and team presentations.

Chapter Ten
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.

2. Learning Activities:

a. Classroom lecture/discussion  (C5,C7) (F5)
b. Student homework study  (C1,C6) (F8,F11,F13)
c. Reading assignments  (C5,C6) (F1)
d. Assigned office applications  (C3,C8,C9,C15)
e. Research project  (C1,C3,C5,C6,C7, C8) (F1,F2,F16)
f. Role-playing exercises  (C7,C9,C12,C14) (F6,F9)

3. Unit Outline: Follow the sequence of the Learning Outcomes.

D. Part Four: Records Management, Travel, and Finances

1. Learning Outcomes: Upon completion of this unit, the student will achieve the following outcomes with at least 70% accuracy on a unit assessment.

Chapter Eleven
a. Identify reasons that records are valuable.
b. Describe supplies, equipment, and media for filing physical records.
c. Describe types of records storage systems.
d. Apply filing procedures for physical records.
e. Describe procedures for records retention.

Chapter Twelve
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.

Chapter Thirteen
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.

Chapter Fourteen
a. Describe financial statements for organizations.
b. Describe employee payroll deductions and prepare a payroll register.
c. Describe purchase transaction forms and procedures.
d. Prepare a bank reconciliation.

2. Learning Activities:

a. Classroom lecture/discussion (C5,C7) (F5)
b. Student homework study (C1,C6) (F8,F11,F13)
c. Reading assignments (C5,C6) (F1)
d. Assigned office applications (C3,C8,C9,C15)
e. Field trip(s) (C5,C15) (F5,F15)

3. Unit Outline: Follow the sequence of the Learning Outcomes

E. Part Five: Career Success

1. Learning Outcomes: Upon completion of this unit, the student will achieve the following outcomes with at least 70% accuracy on a unit assessment.

Chapter Fifteen
a. Identify sources of job information.
b. Research organizations and prepare a letter of application and a resume.
c. Develop job interview skills.
d. Evaluate job offers.
e. Develop skills for job advancement and job changes.

Chapter Sixteen
a. Describe differences in and theories of leadership and management.
b. Describe and develop qualities of effective leaders.
c. Describe common leadership styles.
d. Describe and develop skills and strategies for successfully leading people.

2. Learning Activities:
   a. Classroom lecture/discussion (C5,C7) (F5)
   b. Student homework study (C1,C6) (F8,F11,F13)
   c. Reading assignments (C5,C6) (F1)
   d. Assigned office applications (C3,C8,C9,C15)
   e. Student project (C1,C2,C3,C4,C5,C6,C7,C8) (F1,F2)

3. Unit Outline: Follow the sequence of the Learning Outcomes.