

Austin Community College

Office Administration Department

Course Syllabus

POFT 1309 Administrative Office Procedures I

Instructor: Phillip Jordan

Phone: (512) 223-1790 Ext. 22255

Office Location: Room 8313

Office Hours: Tuesday, 2-5 p.m. or by appointment

E-mail: pjordan@austincc.edu

Course Description

POFT 1309 ADMINISTRATIVE OFFICE PROCEDURES I (3-2-2). Study of current office procedures including the work environment, workplace technologies, written communication, customer service, and career planning. Prerequisites: Reading from ACC Assessment or TASP and basic keyboarding skills. (OST 1083)

Required Texts/Materials

THE ADMINISTRATIVE PROFESSIONAL: TECHNOLOGY AND PROCEDURES, Patsy Fulton-Calkins, Ph.D., C.P.S., 14th Edition, South-Western Educational Publishing, 0-538-73104-4

Scans Competencies

Department SCANS skills for this and other Office Administration courses in the program are given below. Students will demonstrate their master of these skills through the use of class discussions, written assignments, demonstrations, and/or test taking.

- Manage time
- Manage material and facility resources
- Participate as member of a team
- Negotiate to arrive at a decision
- Work with cultural diversity
- Organize and maintain information
- Use computers to process information
- Apply technology to task
- Basic reading, listening and writing skills
- Creative thinking, decision making and problem solving skills
- Personal qualities—responsibility, self-esteem, sociability, self-management and integrity/honesty

Course Objectives

- Be a productive member of an office team
- Determine what ethical behavior means in an office situation and ways for dealing ethically with various situations
- Process information via technology
- Communicate effectively, both orally and in writing
- Assist in the preparation of meetings
- Do a job search and prepare employment portfolio
- Advance on the job
- Lead and supervise others

Instructional Methodology

At the instructor's discretion, lecture, videos, class discussion, and class projects may be used to instruct the class.

Course Rationale

This course will provide students with increased knowledge of specialized areas of office procedures and techniques. This course will also train students with marketable skills to meet their individual requirements, current demands, and future needs of the business world.

Course Objectives/Outcomes

The First Day Handout lists objectives that the instructor is expected to teach and students are expected to learn during this course. Students will demonstrate that these objectives have been mastered through the use of class discussions, written assignments, demonstrations, and tests.

Course Policies

Class Rules: ACC college rules state that food and drink are not allowed in the classroom. Children are also not allowed in the classroom. Cell phones are to be turned off before entering the classroom.

Attendance Requirements: A student at Austin Community College is expected to attend classes in order to progress satisfactorily toward completion of course objectives. A student who is not meeting course objectives may be withdrawn from the course at the discretion of the instructor. It is the student's responsibility to consult with the instructor and seek support services when course objectives cannot be met.

Withdrawal Policy: The instructor may drop students for unsatisfactory attendance and/or academic progress. **NOTE: IT SHOULD BE UNDERSTOOD THAT IT IS THE STUDENT'S RESPONSIBILITY AND NOT THE INSTRUCTOR'S TO DROP A COURSE. A STUDENT THAT DISCONTINUES COMING TO CLASS AND FAILS TO DROP A COURSE IS SUBJECT TO RECEIVING A FINAL, PERMANENT GRADE OF "F."**

Scholastic Dishonesty: "Acts prohibited by the college for which discipline may be administered include scholastic dishonesty, including but not limited to cheating on an exam or quiz, plagiarizing, and unauthorized collaboration with another in preparing outside work. Academic work submitted by students shall be the result of their thought, research or self-expression. Academic work is defined as, but not limited to tests, quizzes, whether taken electronically or on paper; projects either individual or group; classroom presentation, and homework." (Refer to Student Handbook for details).

NOTE: STUDENTS MAY BE DISMISSED FROM THE COURSE AT THE DISCRETION OF THE INSTRUCTOR FOR SCHOLASTIC DISHONESTY.

Exams

All exams will be taken in the classroom. All exams will be comprised of discussion questions.

Exam Part I: Chapters 1 – 3

Exam Part II: Chapters 4 – 5

Exam Part III: Chapters 6 – 8

Exam Part IV: Chapters 9 – 10

Exam Part V: Chapters 14 – 15

Grades

Exams	50%
Homework	25%
Resume/Cover Letter	25%