

COURSE SYLLABUS

Spring 2019

COURSE TITLE: POFT 1349-001, Administrative Office Procedures II
MEETING TIME: Section 001; MW 11:00AM – 11:50AM; LC112

INSTRUCTOR: Jeannie Coggins
LC120G, (806) 716-4917
jcoggins@southplainscollege.edu

OFFICE HOURS:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
By Appt.	9:00AM-12:00PM	By Appt.	9:00AM-12:00PM	9:00AM-11:00AM

COURSE DESCRIPTION: This course is a study of current office procedures, duties, and responsibilities applicable to an office environment.

TEXT AND OTHER MATERIALS

The Administrative Professional, Fulton-Calkins, Rankin, Shumack; 15th Ed., ©2017.

ISBN: 9781305581166

1GB+ Flash/Jump drive

ATTENDANCE POLICY

Students are to be punctual and in attendance to each scheduled meeting. If a student accumulates four consecutive absences or a total of six absences, that student will be dropped. I will take roll at the beginning of each class and I do record tardies. Three tardies are equivalent to an absence. It is your responsibility to make sure an absence is correctly recorded as a tardy if you come in late. Students are expected to attend class the entire scheduled class meeting time.

STUDENT CONDUCT

Students are expected to follow all guidelines of conduct as outlined in the *2018-2019 Student Guide*. If you do not have a copy of this publication you may pick one up on any campus or access it online. **Food or drinks will be allowed in designated areas only and are not permitted in classrooms or computer laboratories. Cell phones must be SILENT or TURNED OFF during class time.** Please do not take calls in the classroom. Classroom disruptions will not be tolerated.

If a student continues to be disruptive to class after receiving a warning, he/she will be asked to leave class. Your cooperation is certainly appreciated and will benefit the overall learning environment. Cheating on exams or any assignment will result in the student receiving a failing grade. Smoking is not allowed in any SPC facility.

EVALUATION POLICY

You will have textbook reading assignments and textbook writing assignments from Chapters 9-16. Assignments for each chapter/unit will be outlined on individual assignment worksheets. No late work will be accepted. Due dates for each assignment sheet are firm. You will have four objective exams covering the assigned textbook chapter material. Each exam will include questions from two

textbook chapters plus any additional supplemental material provided. Simulation tasks are included in the textbook assignments to be completed throughout the course. Additional subjects and material in addition to the textbook may be added for various chapters.

GRADING POLICY

Your semester grade will be calculated as follows:

Textbook chapter/unit assignments	25%
Simulation tasks	25%
Four major objective exams (10% each)	40%
Final Exam	<u>10%</u>
Total	100%

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

DIVERSITY STATEMENT

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

ADA STATEMENT

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office through the Guidance and Counseling Centers at Reese Center (Building 8) [716-4606](tel:716-4606), or Levelland (Student Services Building) [716-2577](tel:716-2577).

GENERAL SAFETY ON CAMPUS

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility which we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- 1 Never leave your personal property unsecured or unattended.
- 2 Look around and be aware of your surroundings when you enter and exit a building.
- 3 Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- 4 When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.

CHILDREN ON CAMPUS

Many of the students attending classes at South Plains College are also parents who value the opportunity to participate in higher education. Sometimes students are faced with the decision of whether to remain at home with their children, bring children with them to class, or be absent from class. The following guidelines address concerns for the safety of children on campus and provide for an environment conducive to learning:

1. **Students are not allowed to bring children to class** and will be asked to leave in the interest of providing an environment conducive for **all** students enrolled in the class. Students are responsible

- for adherence to the attendance requirements set forth by the instructor in the course syllabus.
2. **Children may not be left unattended.** In order to provide for the safety of children on campus, parents or other guardians are responsible for supervising children while utilizing services or conducting business on campus.
 3. **Disruptive children will not be allowed to interfere with college business.** Parents or other guardians are responsible for supervising and controlling the behavior of children they have brought on campus.

COURSE OBJECTIVES

Upon successful completion of the course, you will be able to:

- Aspire to reach professional status as an administrative assistant.
- Develop attitudes and behavior that will help him/her adjust rapidly to a business environment and meet challenges of the changing world of work.
- Gain an understanding of the nature of office work, the place of the office in the business world, and the kinds of work for which he/she could prepare and find employment.
- Practice fundamental office procedures, which are in keeping with his/her capability, in order to develop certain salable skills.

CHAPTER LEARNING OBJECTIVES

CHAPTER 9 – DEVELOPING PRESENTATION SKILLS

- Plan and research presentations.
- Write the content of presentations.
- Develop visual aids for presentations.
- Practice and prepare to give presentations.
- Deliver effective individual and team presentations.

CHAPTER 10 – PLANNING MEETINGS AND EVENTS

- Identify types of business meetings.
- Identify appropriate meeting formats for various situations.
- Describe meeting responsibilities of executives, leaders, and other participants.
- Complete duties for an administrative assistant that are related to meetings.
- Complete duties related to conferences.

CHAPTER 11 – MANAGING PHYSICAL RECORDS

- Identify reasons that records are valuable.
- Describe supplies, equipment, and media for filing physical records.
- Describe types of records storage systems.
- Apply filing procedures for physical records.
- Describe procedures for records retention.

CHAPTER 12 - MANAGING ELECTRONIC RECORDS AND MAIL

- Describe procedures for managing electronic records.
- Prepare outgoing mail effectively.
- Identify methods for sending outgoing mail.

- Describe ways to handle income mail effectively.
- Describe how office printers and copiers are used in processing documents and records.

CHAPTER 13 – COORDINATING BUSINESS TRAVEL

- Plan domestic travel arrangements.

- Plan international travel arrangements.
- Research business customs related to international travel.
- Discuss and apply organizational travel procedures.

CHAPTER 14 – UNDERSTANDING FINANCIAL DOCUMENTS

- Describe financial statements for organizations.
- Describe employee payroll deductions and prepare a payroll register.
- Describe purchase transaction forms and procedures.
- Prepare a bank reconciliation.

CHAPTER 15 – SEEKING EMPLOYMENT

- Identify sources of job information.
- Research organizations and prepare a letter of application and a resume.
- Develop job interview skills.
- Evaluate job offers.
- Develop skills for job advancement and job changes.

CHAPTER 16 – LEADING WITH CONFIDENCE

- Describe differences in and theories of leadership and management.
- Describe and develop qualities of effective leaders.
- Describe common leadership styles.
- Describe and develop skills and strategies for successfully leading people.