

**BRAZOSPORT COLLEGE**

**LAKE JACKSON, TEXAS**

**SYLLABUS**

**POFT 1309: ADMINISTRATIVE OFFICE PROCEDURES I - ONLINE**

**COMPUTER TECHNOLOGY & OFFICE ADMINISTRATION DEPARTMENT**

**CATALOG DESCRIPTION**

**POFT 1309 Administrative Office Procedures I. CIP 5204010004**

Study of current administrative office procedures, including telephone skills, time management, travel and meeting arrangements, mail processing and other duties and responsibilities in an office environment.

(3 SCH, 2 lecture, 3 lab)

*Prerequisite: Basic computer knowledge and POFT 1329 or passing score on keyboarding placement test or approval of the division chair.*

*Required skill level code: Not applicable.*

PREPARED BY:	<u>Alicia DeLeon</u>	DATE:	<u>1/6/2015</u>
	INSTRUCTOR		
RECOMMENDED BY:	<u></u>	DATE:	<u></u>
	DIVISION CHAIRMAN		
RECOMMENDED BY:	<u></u>	DATE:	<u></u>
	DEAN		
APPROVED:	<u></u>	DATE:	<u></u>

*The Brazosport College District shall not discriminate against, or exclude from participation in any benefits or activities either on the staff or in the student body, any person on the grounds of sex, race, color, religion, national origin, age, or handicap.*

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**SYLLABUS**  
**POFT 1309 Administrative Office Procedures I**  
**COURSE EVALUATION**

**STUDENT EVALUATION**

- A. Tests will account for no more than 35% of the total grade.
- B. Assignments will account for no more than 20% of the total grade.
- C. Portfolio will account for no more than 10% of the total grade
- D. Oral Presentation will account for no more than 15% of the total grade.
- E. Final exam will account for no more than 20% of the total grade.

**INSTRUCTOR EVALUATION**

- A. Students will be given an opportunity to evaluate their instructor and the course content.
- B. The instructor will review and evaluate in terms of withdrawal rate.
- C. Final grades given will be reviewed in an effort to determine if a pattern of high or low grades exists.

**DEPARTMENT EVALUATION OF COURSE**

- A. Faculty and the Division Chair will review students' grades and withdrawal trends.
- B. Faculty and the Division Chair will review the Course, Competencies, and Perspectives Assessment.

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**COURSE CONTENT**

**GENERAL GOALS/OBJECTIVES**

Upon completion of this course student will be able to demonstrate the skills, strategies, and techniques needed to perform the common office procedures employed in any business.

**SPECIFIC GOALS/OBJECTIVES**

After completing this course, you should be able to:

- Exhibit professional behavior
- Understand the role of organizational structures, the supervisor's role and the Office Administrator's role.
- Demonstrate teaming and collaboration and personal and interpersonal skills to develop effective working relationships.
- Prepare for employment search
- Prioritize, plan, and manage for results
- Use the telephone effectively.
- Prepare written communications and distribute processed information.
- Consider the most cost effective method for mailing.
- Set up and maintain files.
- Perform basic financial tasks.
- Schedule appointments, maintain calendars, and receive visitors.
- Plan meetings and conferences.
- Make travel arrangements.
- Demonstrate effective presentation techniques.
- Prepare for future professional challenges.

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**LEARNING OUTCOMES**

POFT 1309 – Administrative Office Procedures I

1. The student will demonstrate understanding of the role of organizational structures, the supervisor's role and the Office Administrator's role.  
*Student will average a score of 70 on Test 1 and Chapter 1 Assignments.*
2. The student will demonstrate understanding of the teaming and collaboration and personal and interpersonal skills needed to develop effective working relationships.  
*Student will average a score of 70 on Test 2 and Chapter 2 Assignments.*
3. The student will demonstrate knowledge of how to best prepare for employment search.  
*Student will average a score of 70 on Test 3 and Chapter 3 Assignments.*
4. The student will demonstrate knowledge of how to prioritize, plan, and manage for results.  
*Student will average a score of 70 on Test 4 and Chapter 4 Assignments.*
5. The student will demonstrate the ability to use the telephone effectively.  
*Student will average a score of 70 on Test 5 and Chapter 5 Assignments.*
6. The student will demonstrate the ability to prepare written communications and distribute processed information.  
*Student will average a score of 70 on Test 6 and Chapter 6 Assignments.*
7. The student will demonstrate the ability to identify the most cost-effective method for mailing.  
*Student will average a score of 70 on Test 7 and Chapter 7 Assignments.*
8. The student will demonstrate the ability to set up and maintain files.  
*Student will average a score of 70 on Test 8 and Chapter 8 Assignments.*
9. The student will demonstrate the ability to understand and perform basic financial tasks  
*Student will average a score of 70 on Test 9 and Chapter 9 Assignments.*
10. The student will demonstrate knowledge on how to schedule appointments, maintain calendars, and receive visitors  
*Student will average a score of 70 on Test 10 and Chapter 10 Assignments.*
11. The student will demonstrate knowledge on how to make travel arrangements  
*Student will average a score of 70 on Test 11 and Chapter 11 Assignments.*
12. The student will demonstrate knowledge on how to plan meetings and conferences.  
*Student will average a score of 70 on Test 12 and Chapter 12 Assignments.*
13. The student will demonstrate effective presentation techniques on assigned topic.  
*Average score of 70 Test 13 and on oral and visual communication of assigned topic*

**BRAZOSPORT COLLEGE**  
**Syllabus**  
**POFT 1309 Administrative Office Procedures I - Online**

**Instructor:** DeLeon, Alicia  
**Office Phone:** (979) 230-3573  
**Alt. Phone:** (979) 230-3229

**Office:** D-2225  
**E-mail:** Alicia.DeLeon@brazosport.edu

**COURSE DESCRIPTION**

Study of current office procedures including telephone skills, time management, travel and meeting arrangements, mail processing, and other duties and responsibilities in an office environment.(2-3)

**PREREQUISITES**

Basic computer knowledge and POFT 1329 or passing score on keyboarding placement test or the ability to keyboard 35 wpm, or approval of the division chair.

**TEXTBOOK OR COURSE MATERIAL INFORMATION**

Required: Sharon Burton, Nelda Shelton. Office Procedures for the 21<sup>st</sup> Century. Eighth Edition. Prentice Hall, 2011.  
ISBN: 0-13-506389-2

Required course materials are available at the Brazosport College bookstore, on campus or online at <http://www.brazosport.edu/bookstore>. A student of this institution is not under any obligation to purchase a textbook from the college bookstore. The same textbook is/may also be available from an independent retailer, including an online retailer.

**LAB REQUIREMENTS**

The Computer Technology & Office Administration Department's keyboarding labs are open for student use at any time during the regular day when not used for a class. The schedule of classes using the lab is posted near the door and students are encouraged to take advantage of this opportunity for extra lab time. The LAC (Learning Assistance Center) is also available for completing assignments.

**ATTENDANCE AND WITHDRAWAL POLICIES**

This is a 3 hr. credit course and because it is fully online, you should expect to put in an average of 3 hours each week to complete the required reading plus an additional 3-4 hours each week in order to complete the assignments and quizzes. Attendance will be measured by weekly participation and weekly quizzes.

It is the student's responsibility to withdraw from a course if circumstances occur that could prevent the student from successfully completing that course. Students should notify instructor of decision to withdraw and must not expect nor assume the instructor will complete the paperwork for the student. The instructor will complete required paperwork only if the instructor decides to drop a student for cause. Failure to notify instructor of withdrawal could result in the student failing the course.

Please note that changes in the Texas Education Code state that students enrolling for the first time in a Texas public institution of higher education in the fall of 2007 or after, will not be permitted to

withdraw from more than a total of six courses (no minimum number of credit hours on each course) in which the student is officially enrolled during the student's period of undergraduate study at all such institutions (this includes any course a transfer student has dropped at another institution of higher education). See <http://www.brazosport.cc.tx.us/CurStu.html> for more information.

## **COURSE REQUIREMENTS AND GRADING POLICY**

Tests	35%
Assignments	20%
Portfolio	10%
Presentation	15%
Final Exam	<u>20%</u>
	100%

## **TESTING**

1. Students will be tested at the end of each assigned Chapter. Tests will be on a scale of 1 to 100 percent. The number of questions will determine the value of each item. At the end of the semester, the lowest test grade will be dropped.
2. Assignments will be worth a maximum of 100 points. Points will be deducted for any errors in accuracy (typos, formatting, grammar, following directions, etc.), as well as content accuracy based on the instructions. Assignments should be submitted on the day they are due. **No assignments will be accepted late.** At the end of the semester each student will have the option of dropping one assignment grade.
3. The Portfolio is worth a maximum of 100 points.
4. The Presentation is worth a maximum of 100 points. One presentation will be given by each student towards the end of the semester. The specific day/time/location will be agreed upon by the student and instructor.
5. The Final Exam will be a comprehensive exam over the course content. The number of items will determine the value of each item.

Each year the instructor will review the course content and objectives to determine if students are achieving these objectives and to solicit suggestions for improving the course.

## **MAKE-UP POLICY**

**There will be no make-up tests.** The final exam grade will be used for the first exam missed. All other missed exams will receive a grade of zero.

## **STUDENT RESPONSIBILITIES**

The student is expected to log on to the D2L system a minimum of 2 times each week and participate by completing all required reading and submitting all assignments tests.

Students will be given an opportunity to evaluate the course, instructor, and the method of presentation at the end of the semester.

## **BEHAVIOR IN A VIRTUAL CLASSROOM**

In a virtual classroom such as this where we are dealing with each other from a distance, it is especially important that we treat one another with courtesy and thoughtfulness. A good guide to etiquette in a virtual classroom is <http://www.albion.com/netiquette/corerules.html>. I urge each of you to review those standards.





## **SCANS COMPETENCIES**

The Secretary's Commission on Achieving Necessary Skills (SCANS) identified competencies in the area of Resources, Interpersonal, Information, Systems, and Technology; and foundation skills in the areas of Basic Skills, Thinking Skills, and Personal Qualities. This course is part of a program in which each of these competencies and skills are integrated. For application of specific SCANS competencies and skills in this course, see **Addendum A**.

## **ACADEMIC HONESTY**

Brazosport College assumes that students eligible to perform on the college level are familiar with the ordinary rules governing proper conduct including academic honesty. The principle of academic honesty is that all work presented by you is yours alone. Academic dishonesty, including, but not limited to, cheating, plagiarism, and collusion shall be treated appropriately. Please refer to the Brazosport College Student Guide for more information. This is available online at <http://www.brazosport.edu> (Click on the link found on the right side of the homepage).

Academic dishonesty violates both the policies of this course and the Student Code of Conduct. In this class, any occurrence of academic dishonesty will be referred to the Dean of Student Services for prompt adjudication, and will, at a minimum, result in a grade of 0 in the assignment or exam. In addition, your final grade in the course will be lowered by one letter grade.

**SANCTIONS MAY BE IMPOSED BEYOND YOUR GRADE IN THIS COURSE BY THE DEAN OF STUDENT SERVICES.**

## **STUDENTS WITH DISABILITIES**

Brazosport College is committed to providing equal education opportunities to every student. Brazosport College offers services for individuals with special needs and capabilities including counseling, tutoring, equipment, and software. Please contact the Special Populations Counselor at (979) 230-3236 for further information.

## **OTHER STUDENT SERVICES INFORMATION**

Information about the Brazosport College Library is available at [www.brazosport.edu/sites/CurrentStudents/Library/default.aspx](http://www.brazosport.edu/sites/CurrentStudents/Library/default.aspx) or by calling (979) 230-3310.

Information about study skills and tutoring for math, reading, writing, biology, chemistry, and other subjects is available in the Learning Assistance Center (LAC) (see [www.brazosport.edu/sites/CurrentStudents/LAC/default.aspx](http://www.brazosport.edu/sites/CurrentStudents/LAC/default.aspx) or call (979) 230-3253).

To contact the Computer Technology & Office Administration Department, call (979) 230-3229 or (979) 230-3394.

Student Services provides assistance in the following:

Counseling and Advising	(979) 230-3040
Financial Aid	(979) 230-3294
Student Activities	(979) 230-3355

To reach the Information Technology Department for computer, E-mail, or other technical assistance, call the Helpdesk at (979) 230-3266.

## ADDENDUM A

### SCANS COMPETENCIES

#### POFT 1309 ADMINISTRATIVE OFFICE PROCEDURES I

Competency Reference		Application
<b>1.</b>	<b>Resource</b>	
	Time Management,	Organize ideas and activities. Analyze daily schedules; prioritize office activities.
	Facilities/Materials,	
	Human Resources	
<b>2.</b>	<b>Interpersonal</b>	
	Leadership,	Communicate ideas to others using office experience or information from the text.
	Part. as Team Member,	Contribute to group effort in preparing an organizational chart; contributes to class discussions in small groups or to whole class.
	Work with Diversity	
<b>3.</b>	<b>Information</b>	
	Acquiring,	Acquire data on an office-related subject.
	Organizing,	Interpret and inform the class of this information through an oral presentation using charts, graphs, transparencies, handouts, etc.
	Interpreting	
<b>4.</b>	<b>Systems, Understanding</b>	
	Organizational Systems,	
	Technological Systems,	
	Social Systems	
<b>5.</b>	<b>Technology</b>	
	Selecting,	Acquire the knowledge of choosing or using the right equipment for the job such as computers, E-mail, printers.
	Applying,	
	Maintaining	
<b>6.</b>	<b>Basic Skills</b>	
	Reading, Writing,	Reads and interprets office procedures as explained in the text.
	Mathematics,	Present a 5-10 minute oral presentation. Communicate in the English language.
	Speaking, Listening	
<b>7.</b>	<b>Thinking Skills</b>	
	Decision Making,	Establish and follow procedures that expedite business functions and tasks efficiently in the office.
	Problem Solving,	Recommend solutions to case studies.
	Learning Techniques	
<b>8.</b>	<b>Personal Qualities</b>	
	Responsibility,	Set personal and professional goals. Following instructions and making up assignments, are students' responsibility.
	Sociability,	
	Integrity/Honesty	Display ethical and business-like conduct at all times.