

ADMINISTRATIVE OFFICE PROCEDURES SYLLABUS



| | |
|-------------------------------|---|
| <i>COURSE TITLE:</i> | Administrative Office Procedures |
| <i>COURSE NUMBER:</i> | 10-106-150 - 22754 |
| <i>CREDIT HOURS:</i> | 3 |
| <i>CLASS LOCATION:</i> | MSTC – Stevens Point Campus Room 139 |
| <i>CLASS SCHEDULE:</i> | January 13, 2009 - May 12, 2009 Monday and Wednesday's – 10:00 to 11:50 a.m. |

INSTRUCTOR INFORMATION:

| | |
|----------------------|---|
| <i>Name:</i> | Jullie Purkapile |
| <i>Office:</i> | 106 H – Stevens Point Campus |
| <i>Phone:</i> | 342-3118 |
| <i>Email:</i> | Jullie.Purkapile@mstc.edu |
| <i>Webpage:</i> | http://instructor.mstc.edu/instructor/jpurkapi/ |
| <i>Office Hours:</i> | Monday through Thursday – 1:00 to 2:00 p.m. or by appointment |

COURSE DESCRIPTION: This course is designed to develop professional skills and attitudes needed in a global business environment. Skills include time management, problem solving, and decision making while working independently and as member of a team. Tasks such as electronic mail, calendaring, meeting and event planning, project management, domestic and international travel, and meeting minute-taking will be included. Familiarity with office machines is required.

COURSE OBJECTIVES: As a result of successfully completing Administrative Office Procedures, the student will be able to:

1. Utilize Microsoft Outlook Features productively.
2. Identify the varied roles and responsibilities of the administrative professional.
3. Establish the successful traits necessary for the administrative professional.
4. Apply principles of proper use of time utilizing electronic and paper methods for calendaring and scheduling.
5. Identify the causes of stress and determine stress reducers.
6. Demonstrate superior telecommunications techniques.
7. Perform excellent customer service by active listening and focusing on the customer.
8. Determine what ethical behavior means in an office situation and methods for dealing ethically in various situations.
9. Demonstrate effective event planning.
10. Prepare travel arrangements.
11. Demonstrate the guidelines and procedures involved in receiving office visitors.
12. Prepare and manage meeting communications.
13. Comprehend copyright laws.
14. Display project management skills.
15. Process national and international mail (incoming and outgoing).
16. Utilization of workplace computers safely and legally.
17. Select appropriate software for computer applications.

PREREQUISITES: Written Communications and Beginning Microsoft Office

TEXTBOOK: Fulton-Calkins, P. The Administrative Professional Technology Procedures, 13e Edition. Thomson Higher Education. Mason, Ohio.

RECOMMENDED SUPPLIES: A dictionary, a three-ring binder, pens, and pencils

EVALUATION DATA:

Grades will be determined from the following assessments:

| | |
|--|-----|
| <i>Professional Behavior Skills</i> | 10% |
| <i>Unit Activities</i> | 45% |
| <i>Administrative Professional Event</i> | 35% |
| <i>Event Planning Reference Manual</i> | 10% |

PROFESSIONAL BEHAVIOR SKILLS: Students will be held accountable for appropriate traits related to an office professional. It is the responsibility of the student to complete assignments before class, to prepare adequately and demonstrate interest and enthusiasm through active participation in class discussions and other activities. **Professional Behavior Skills are crucial for success in this class and in the workplace:**

- ✓ A positive work attitude
- ✓ Superior organizational skills and timeliness
- ✓ Standard attendance and punctuality
- ✓ A positive attitude toward others
- ✓ Able to follow MSTC policies
- ✓ Demonstrate ethical behavior by completing own work honestly
- ✓ Wear professional office attire for special events
- ✓ An understanding of tasks; if needing further input ask questions
- ✓ High standards of productivity and initiative
- ✓ Acceptance of personal responsibility
- ✓ Courteous treatment of instructors and fellow students
- ✓ Completion of work by deadline
- ✓ Capability of noting and applying specific text and/or verbal directions
- ✓ Excellent decision-making ability
- ✓ Proper verbal and written communication skills
- ✓ Office-quality work — both accurate and neat
- ✓ Effective team member characteristics demonstrated when working on team projects
- ✓ Attentive listening and relevant questioning

UNIT ACTIVITIES: Assignments will include activities that support the textbook reading. **Assignments are due at the beginning of class.** See the **Course Schedule** for assignment requirements and due dates. **NOTE:** The **Course Schedule** may change as the class progresses. The instructor will notify students of any changes.

Some of the assignments will be team assignments. Students are expected to do their share the assignment. Each team will be evaluating their own team members. **Any late assignments, receive an automatic five point reduction for each day the assignment is late. No more than a one-week late time frame will be permitted, unless there are extenuating circumstances in completing this class. All work must be submitted in order to complete the requirements of this class.**

In class activities and team group presentations must be completed **on the date assigned** or a **zero** will be given. If there are extenuating circumstances, make-up activities and presentations will be completed **within two days of original schedule or a zero will be given.**

As a general rule, I do not provide extra credit. Your performance throughout all requirements of the course will determine the final grade.

**** Please label your homework with your last name and the assignment name. ****

ADMINISTRATIVE PROFESSIONAL EVENT: Students will organize an event for the community. The class will have staff meetings and many class assignments support the successful outcome of the event. The success of the event is a positive reflection of you the student, the instructor, and Mid-State Technical College.

EVENT PLANNING REFERENCE MANUAL: Students will begin to assemble an Event Planning Reference Manual for their professional development. This manual will consist of materials collected from this class and samples of the student's own work.

GRADE: Student's grade will be based on a cumulative percentage. A mailability scale will be used as it pertains to the individual assignments. The following scale will be used to determine the production grade for the semester:

| | | |
|----|---|---------------|
| A | = | 95.0 – 100 % |
| A- | = | 93.0 – 94.9 % |
| B+ | = | 89.0 – 92.9 % |
| B | = | 86.0 – 88.9 % |
| B- | = | 84.0 – 85.9 % |
| C+ | = | 82.0 – 83.9 % |
| C | = | 79.0 – 81.9 % |
| C- | = | 76.0 – 78.9 % |
| D+ | = | 75.0 – 75.9 % |
| D | = | 74.0 – 74.9 % |
| D- | = | 73.0 – 73.9 % |
| F | = | Below 73.0 % |

NOTE: It is the student's responsibility to maintain a record of all graded assignments and to periodically compute his/her grade. Students are encouraged to contact their instructor if they drop below 76% in a course in order to determine appropriate redemption that could improve their success in the course.

ETIQUETTE AND RULES OF ADMINISTRATIVE OFFICE PROCEDURES:

During class discussions and lectures, students will not surf the web, check e-mail, chat, or instant messaging. Consistent interruptions during our class time will **result in penalties to your grade.**

- Do not use class time to work on other courses or personal business.
- Cell phones, PDAs, music devices, etc. must be turned off before the beginning of class.
- Log-off from chats or instant message at the beginning of class.
- Check your e-mail in between class meetings for announcements regarding information or updates to class activities.

ATTENDANCE:

Attendance is **very** important to student success in this class. Regular everyday class attendance is expected of all students, just as it is expected in the workplace. The Business Department attendance policy defines excessive absences as “nonattendance of more than 10 percent of the total number of scheduled hours for a given course.” This means the Administrative Office Procedures class meets 51 times and ten percent of the total number of classroom days is **five** days absence of class. If you miss more than **five classes**, you will be dropped from the class without proof of illness or emergency. ***Leaving early or coming late will count as ½ an absence.***

SPECIAL NEEDS: If you know you have a recognized disability, or suspect that you might have one, it is the student’s responsibility to identify him/herself as soon as possible to the Disability Services staff in Student Affairs. Course standards will not be lowered but various types of accommodations are available to you. Adequate and reasonable time will be required to develop and provide appropriate accommodations, so contact Disability Services as soon as possible – Mary Marks at the Stevens Point campus 715.342.3113 or Patti Lloyd at the Wisconsin Rapid campus 715.422.5452. It is MSTC’s goal to assist you in your individual educational plan.

DISTRICT ACADEMIC HONESTY STANDARDS: The Mid-State Technical College Board, administration, faculty, and staff believe that academic honesty and integrity are fundamental to the mission of higher education. All students are expected to maintain and promote the highest standards of personal honesty and professional integrity. These standards apply to all examinations, assigned work, and projects. Therefore, a student who is found to have been dishonest, fraudulent, or deceptive in the completion of work or willing to help others to be so or who is found to have plagiarized (presented the work of others as his or her own) is subject to disciplinary action up to and including suspension.

ACADEMIC DISHONESTY: Academic dishonesty will NOT be tolerated. Any student found to be involved in any verifiable incident of academic dishonesty (copying, cheating, plagiarizing, etc.) will receive a grade of “F” for the class.