

Pellissippi State Community College
Master Syllabus

OFFICE PROCEDURES
ADMN 1308

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: 0.0

Revised: Fall 2017

Catalog Course Description

The course focuses on job functions common to most offices including scheduling appointments, processing incoming/outgoing communications and using telecommunications systems/services to accomplish tasks and follow procedures. Emphasis is placed on problem solving and creative thinking from the perspective of an administrative office manager while maintaining the principles of human relations, ethics and legal perspectives.

Prerequisites and Co-requisites

None

Textbook(s) and Other Course Materials

The Administrative Professional: Technology & Procedures, 15th edition. Rankin and Shumack. Cengage Learning, 2015. ISBN: 9781305581166.

1. One flash/thumb drive

Week/Topic

1. Chapter 1—Entering the Workforce
2. Chapter 2—Becoming a Professional
3. Chapter 3—Managing and Organizing Yourself
4. Chapter 4—Working Ethically
5. Chapter 5—Understanding the Workplace Team
6. **Test 1: Chapters 1-5**; Chapter 6—Developing Customer Focus
7. Chapter 7—Improving Communication Skills
8. **Fall Break**; Chapter 8—Communicating with Technology
9. Chapter 9—Developing Presentation Skills
10. Chapter 10—Planning Meetings and Events
11. **Test 2: Chapters 6-10**; Chapter 11—Managing Records
12. Chapter 12—Handling Mail and Retaining Records
13. Chapter 13—Coordinating Business Travel
14. Chapter 14—Understanding Financial Responsibilities
15. Chapter 15—Seeking Employment; Chapter 16—Leading with Confidence
16. **Test 3: Chapters 11-16**

Course Goals

The course will

- A. Expand the student's ability to communicate effectively, both verbally and in writing, to a wide range of people such as employees, managers, and customers in person, online, in writing, and/or on the phone. (II, V, VI)

- B. Expand the student's understanding of the use of technology skills in the workplace to help manage the professional office efficiently and to assist in the selection of operating/application software and office equipment needed. (I, II, IV)
- C. Enhance effective use of time management techniques to manage work and to gain more value out of the work time in order to be more productive and work more efficiently. (III, V)
- D. Foster the ability to demonstrate good team and interpersonal skills. (II, III, VI)
- E. Guide the students to demonstrate professionalism and a positive attitude. (II, III, IV)
- F. Increase the ability to use critical thinking skills to solve problems and to make decisions. (II, III, VI)
- G. Build the skills to manage business meetings and incoming and outgoing communications. (I, II, III, V, VI)

Expected Student Learning Outcomes

The student will

1. Critique case situations conducive to real world situations that require problem solving skills and knowledge gained from human relations skills and communication methods. (A, D, F)
2. Research and present data related to the role of administrative tasks and office procedures. (A, B)
3. Demonstrate the ability to perform office based projects through the use of computer applications. (A, B, C)
4. Define the role and prioritize the functions of management in the workplace. (A, B, C)
5. Identify workplace issues that affect job performance. (A, D, E)
6. Define ethics and ethical behavior. (D, E)
7. Use critical thinking skills to make decisions. (F)
8. Be an effective team player by being reliable, flexible, an active participant, and supportive. (D, E)
9. Communicate effectively in both written and verbal communications. (A, D, E)
10. Manage incoming and outgoing communications in the workplace. (A, B, C, G)

Evaluation

Tests Procedures: 75%

Students will complete two tests to ascertain their ability and skills to work as an office professional in an administrative office.

Laboratory Expectations:

N/A

Field Work:

N/A

Other Evaluation Methods:

Assignments 25%

Students will complete assignments related to topics discussed and standard office procedures used to manage an administrative office.

Grading Scale:

Standards: At the end of the semester, the final grade will be based on the following grading scale:

92 – 100	A
89 – 91	B+
82 – 88	B
79 – 81	C+
72 – 78	C
65 – 71	D
0 – 64	F

Policies

Attendance Policy

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

Academic Dishonesty

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

- Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
- Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one's own work.
- Taking an exam for another student.
- Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
- Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

Accommodations for Disabilities

Students that need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Disability Services (DS) in order to receive accommodations in this course. [Disability Services](#)

(<http://www.pstcc.edu/sswd/>) may be contacted via [Disability Services email](#) or by visiting Alexander 130.