

**Angelina College
Business Division
POFT 1309.001 Administrative Office Procedures Online
Instructional Syllabus**

I. BASIC COURSE INFORMATION

A. Course Description:

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

B. Intended Audience:

This course may be taken either on the freshman or sophomore level. Prerequisite is POFT 1429, Beginning Keyboarding or equivalent.

C. Instructor Information: name, office location, office hours, and contact information

Name: Kay Cummings

Office Location: B102D

Office Hours: M & W: 8:30 a.m.—11:00 a.m. and 1:00—3:00 p.m.

T & R: 8:30 a.m.—9:30 a.m. and 1:00—3:00 p.m.

F 8:30 a.m. – Noon (Other times by appointment)

Phone: (936) 633-5434

E-mail Address: kcummings@angelina.edu

II. INTENDED STUDENT OUTCOMES:

A. Core Objectives Required for this Course

1. **Critical Thinking:** to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. **Communication:** to include effective development, interpretation, and expression of ideas through written, oral, and visual communication
3. **Empirical and Quantitative Skills:** to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusion

B. Course Learning Outcomes for all Sections

1. Develop time management techniques
2. Demonstrate knowledge of the use of communication skills
3. Proofread and identify a company balance sheet and check all figures

III. ASSESSMENT MEASURES OF STUDENT LEARNING OUTCOMES:

A. Assessments for the Core Objectives

1. **Critical Thinking:** The specific learning activity that will be utilized for official assessment purposes will be to acknowledge the importance of time management by listing their own long term and short-term goals for their education or career; including a timeline for each goal. (Chapter 4, Self-Management) The student's performance of this specific learning activity will be assessed through utilization of the AC Critical Thinking Skills value rubric
2. **Communication Skills:** The specific learning activity that will be utilized for official assessment purposes will be to create a PowerPoint Presentation on Nonverbal communications; including the meaning of the non-verbal communicators. (Chapter 9, Verbal Communications and Presentations) The student's performance of this specific learning activity, will be assessed through utilization of the AC Communication value rubric
3. **Empirical and Quantitative Skills:** The specific activity that will be utilized for official assessment purposes will be Chapter 13, Personal Finance and Investment Strategies. The students will proofread a company balance sheet and check all figures. The student's performance of this specific learning activity, will be assessed through utilization of the AC Empirical and Quantitative Skills value rubric.

B. Assessments for Core Learning Outcomes

1. Students will demonstrate their ability to manage their time at their workplace or if they do not have job, during their educational years. This demonstration will include setting short-term and long-term goals with a timeline for managing their time.
2. Students will demonstrate their knowledge of the theory and techniques used during nonverbal communications. Completing this assignment by creating a PowerPoint Presentation with information regarding what the nonverbal communicators mean and including appropriate graphics.
3. Students will demonstrate their ability to identify the basic skills of the understanding and preparing organizational financial statements (Balance Sheet).

IV. INSTRUCTIONAL PROCEDURES:

A. Methodologies utilized in presenting course content (lectures, audio-visual presentations, discussions, examinations, student presentations, field trips, guest speakers, etc.)

B. Additional Methodologies that may be emphasized by the instructor

Methodologies used in this online course are Discussions and Hands-on assignments that will be given through E-mail. Responses are welcomed and responded to within a 24-hour period. The Syllabus is kept up-to-date with assignments, due dates, quizzes, and tests posted on the correct days.

V. COURSE REQUIREMENTS AND POLICIES:

A. Required Textbooks, Materials, and Equipment –

1. Stulz, Karin M., Kellie A. Shumack, and Patsy Fulton-Calkins. *Procedures & Theory for Administrative Professionals*, 7th Edition. Mason, Ohio: South-Western Cengage Learning, 2013.
2. Must have access to the Internet
3. Memory Stick (to store documents)
Other supplies as needed at home

B. Course Policies – (This course conforms to the policies of Angelina College as stated in the Angelina College Handbook.)

1. **Academic Assistance** – If you have a disability (as cited in Section 504 of the Rehabilitation Act of 1973 or Title II of the Americans with Disabilities Act of 1990) that may affect your participation in this class, you should see Sellestine Hunt Associate Dean of Student Services, Student Center, Room 200. At a post-secondary institution, you must self-identify as a person with a disability; Ms. Hunt will assist you with the necessary information to do so.
2. **Discrimination** – Angelina College admits students without regard for race, color, creed, sex, national origin, age, religion, or disability. To report any complaints of discrimination related to disability, you should contact Mr. Steve Hudman, Dean of Student Affairs, in Student Center, Room 101, (936) 633-5292 or by email shudman@angelina.edu.
3. **Veterans** - You must comply with your specific attendance requirements in addition to the attendance requirements specified in this syllabus.
4. **Attendance** – You are expected to logon regularly. According to Angelina College's policy, an instructor may drop a student after 3 consecutive or 4 accumulative absences (online, this constitutes two weeks of assignments), and if the student wishes to be readmitted, the approval must come from the Dean of Instruction. If you are unable to complete this course, you must **withdraw by November 7, 2016, to receive a grade of 'W'**.
5. **Additional Policies Established by the Individual Instructor** – Must have access to the Internet. Using Blackboard & Internet: Discussion: The instructor will explain new material introduced within each assignment and E-mail. The student may then ask any questions through E-mail or telephone conversation (936-633-5434) that he or she may have concerning the chapters.
 - a. Practical applications: These applications will reinforce the goals and objectives of this class. This will be accomplished through the Blackboard Assignment link.

- b. Vocabulary Quizzes: These quizzes will be administered for each of the 17 chapters and will be taken Online.
- c. Major Exams: There will be five (5) major tests with 100 points possible for each test and will be taken online.
- d. Final Exam: This exam will be a comprehensive exam taken online.

VI. COURSE OUTLINE:

A. Description of the Course Activities, including due dates, schedules, and deadlines.

August	Aug. 24	Orientation, by e-mail to kcummings@angelina.edu
	Aug. 24-31	Chapter 1 Assignment and Chapter 1 Quiz
September	Sept. 1-7	Chapter 2 Assignment and Chapter 2 Quiz
	Sept. 7-12	Chapter 3 Assignment and Chapter 3 Quiz
	Sept. 11-13	Test 1 (Chapters 1-3)
	Sept. 12-19	Chapter 4 Assignment and Chapter 4 Quiz
	Sept. 19-26	Chapters 5 and 6 Assignments and Chapters 5 and 6 Quizzes
October	Sept. 26-Oct. 3	Chapter 7 Assignment and Chapter 7 Quiz
	Oct. 2-4	Test 2 (Chapters 4-7)
	Oct. 3-10	Chapters 8 and 9 Assignments and Chapters 8 and 9 Quizzes
	Oct. 10-17	Chapter 10 Assignment and Chapter 10 Quiz
	Oct. 16-18	Test 3 (Chapters 8-10)
	Oct. 17-24	Chapter 11 Assignment and Chapter 11 Quiz
	Oct. 24-31	Chapter 12 Assignment and Chapter 12 Quiz
November	Oct. 31-Nov. 7	Chapter 13 Assignments and Chapter 13 Quiz
	Nov. 6-8	Part 4 Test (Chapters 11-13)
	Nov. 7-14	Chapter 14 Assignment and Chapter 14 Quiz
	Nov. 14-21	Chapter 15 Assignment and Chapter 15 Quiz
	Nov. 21-30	Chapter 16 Assignment and Chapter 16 Quiz
December	Nov. 30-Dec. 5	Chapter 17 Assignment and Chapter 17 Quiz
	Dec. 5-8	Test 5 (Chapters 14-17)
	Dec. 9-12	Final Exam (Deadline: midnight)

****THIS COURSE OUTLINE IS SUBJECT TO MODIFICATION AT THE DISCRETION OF THE INSTRUCTOR.**

VII. EVALUATION AND GRADING:

A. Grading Criteria

Production work and assigned work:	50 pts.	X	17 chaps.	=	850 pts. possible
Vocabulary Quizzes	10 pts.	X	17 chaps.	=	170 pts. possible
Examinations: Exams for each Unit:	100 pts.	X	5 Tests	=	500 pts. possible
Final exam: Written Exam				=	<u>200 pts. possible</u>
				=	1720 Total pts. possible

B. Determination of Grade

A = 1540 – 1720
 B = 1367 – 1540
 C = 1196 – 1367
 D = 1024 – 1196
 F = Below 1024

The instructor may modify the provisions of the syllabus to meet individual class needs by informing the class in advance as to the changes being made.