



Purpose: It is the intention of this Administrative-Master Syllabus to provide a general description of the course, outline the required elements of the course and to lay the foundation for course assessment for the improvement of student learning, as specified by the faculty of Wharton County Junior College, regardless of who teaches the course, the timeframe by which it is instructed, or the instructional method by which the course is delivered. It is not intended to restrict the manner by which an individual faculty member teaches the course but to be an administrative tool to aid in the improvement of instruction.

Course Title - Administrative Office Procedures I

Course Prefix and Number - POFT 1309

Department - Business and Office Administration

Division - Technology and Business

Course Type: (check one)

- Academic General Education Course (from ACGM – but not in WCJC Core)
- Academic WCJC Core Course
- WECM course (This course is a Special Topics or Unique Needs Course: Y or N)

Semester Credit Hours # : Lecture hours# : Lab/other hours # **3:3:0**

Equated Pay hours for course - 3

Course Catalog Description - Study of current office procedures, duties, and responsibilities applicable to an office environment.

Prerequisites/Co requisites - None

List Lab/ Other Hours
Lab Hours 0
Clinical Hours
Practicum Hours
Other (list)

Prepared by Mary Wilson

Date 10/15/2011

Reviewed by department head Mary Wilson

Date 10/15/2011

Accuracy verified by Division Chair David Kucera

Date 10/20/2011

Approved by Dean of Vocational Instruction or Vice President of Instruction Lac

Date 11-9-12



I. Topical Outline – Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, clinical or other non-lecture instruction):

Upon completion of this course, the student will succeed by:

- ◆ Demonstrating a good work ethic by being punctual and dependable with good attendance.
- ◆ Developing interpersonal skills to develop effective working relationships and function as a member of a team by working on a research project.
- ◆ Developing research skills by researching a specific topic utilizing the Internet, writing a report, using PowerPoint software to present the report, and developing oral skills by giving the report in front of a group.
- ◆ Scheduling appointments, scheduling meetings, and receiving visitors.
- ◆ Understanding their role in the structure of business organizations.
- ◆ Utilizing a variety of time management techniques.
- ◆ Creating a budget.
- ◆ Stating how to avoid a variety of frauds and scams including fake checks and e-mails.
- ◆ Explaining the purpose of a company code of ethics.
- ◆ Identifying common office support functions.
- ◆ Defining the elements of appropriate ergonomic design in the workplace.
- ◆ Describing basic workplace skills an office professional needs to be successful.
- ◆ Describing ten personal qualities needed in the workplace.
- ◆ Describing a variety of ways to organize the office supplies and the workstation.
- ◆ Identify ways to cope with stress.
- ◆ Utilizing a variety of time management techniques.
- ◆ Discussing the impact of office technology on office procedures.
- ◆ Demonstrating correct telephone techniques and procedures.
- ◆ Explaining the use of a variety of financial transactions such as cashier’s check, bank draft, bank money order, and traveler’s check.
- ◆ Reconcile a bank statement.
- ◆ Explain the budgeting process.
- ◆ Describe what a petty cash fund is and how it is used.
- ◆ Discussing their role in the structure of business organizations.
- ◆ Listing the points necessary to organize the content of a presentation.
- ◆ Demonstrating effective oral presentation techniques.

II. Course Learning Outcomes

Course Learning Outcome	Method of Assessment
The student will describe and identify current office procedures, duties, and responsibilities applicable to an office environment	At least 90% of students will correctly answer at least 70% of the questions on a comprehensive written exam.

III. Required Text(s), Optional Text(s) and/or Materials to be Supplied by Student.

Required: The most recent edition of *Office Procedures for the 21st Century*, by S. Burton, and N. Shelton, Pearson Prentice Hall.

IV. Suggested Course Maximum - 35

V. List any specific spatial or physical requirements beyond a typical classroom required to teach the course.

None

VI. Course Requirements/Grading System – Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course

60% About 3 major tests

30% Daily work such as pop quizzes, internet research assignments, terminology, class participation, and other assignments.

10% Comprehensive Final Exam

Chapter 1 Understanding the Changing and Challenging Office

Chapter 2 Human Relations

Chapter 4 Managing your Work, Time, and Other Resources

Test 1 Ch 1, 2, 4

Ch 13 Developing Effective Oral Presentations

Lecture notes only: Ethics, Fraud, Scams, and ID Theft

Test 2

Lecture notes only: Budgets

Chapter 9 Handling Financial Procedures

Chapter 5 Communicating by Telephone

Team Presentations

Comprehensive Final Exam

VII. Curriculum Checklist

- **Academic General Education Course** (from ACGM – but not in WCJC Core)
No additional documentation needed

- **Academic WCJC Core Course**
Attach the Core Curriculum Checklist, including the following:

- Basic Intellectual Competencies
- Perspectives
- Exemplary Educational Objectives

- **WECM Courses**
If needed, revise the Program SCANS Matrix & Competencies Checklist.