

COURSE SYLLABUS

Fall 2019

COURSE TITLE: POFT 1309-271, Administrative Office Procedures I
MEETING TIME: Section 271; MW 11:00AM – 12:50PM; LC 112

INSTRUCTOR: Jeannie Coggins
LC 120G, (806) 716-4917
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OFFICE HOURS:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	9:30AM-12:30PM		9:30AM-12:30PM	9:30AM-11:30AM

COURSE DESCRIPTION: This course is a study of current office procedures, duties, and responsibilities applicable to an office environment.

TEXT AND OTHER MATERIALS

Book 1: *The Administrative Professional*, Fulton-Calkins, Rankin,
Shumack; 15th Ed., ©2017. ISBN: 9781305581166
1GB+ Flash/Jump drive

ATTENDANCE POLICY

Students are to be punctual and in attendance to each scheduled meeting. If a student accumulates four consecutive absences or a total of six absences, that student will be dropped. I will take roll at the beginning of each class and I do record tardies. Three tardies are equivalent to an absence. It is your responsibility to make sure an absence is correctly recorded as a tardy if you come in late.

STUDENT CONDUCT

Students are expected to follow all guidelines of conduct as outlined in the *2019-2020 Student Guide*. If you do not have a copy of this publication you may pick one up on any campus or access it online. Food or drinks will be allowed in designated areas only and are not permitted in classrooms, laboratories, library, shops, elevators, etc. **Cell phones must be SILENT or TURNED OFF during class time.** Please do not take calls in the classroom. Classroom disruptions will not be tolerated.

If a student continues to be disruptive in class after receiving a warning, he/she will be asked to leave class. Your cooperation is certainly appreciated and will benefit the overall learning environment. Cheating on exams or any assignment will result in the student receiving a failing grade.

EVALUATION POLICY

You will have textbook reading assignments and textbook writing assignments. You will have four objective exams covering the assigned textbook chapter material. Simulation tasks are included in the textbook assignments to be completed throughout the course.

GRADING POLICY

Your semester grade will be calculated as follows:

Textbook chapter assignments	20%
Textbook chapter simulation tasks	20%
Chapter Quizzes	20%
Four major objective exams (10% each)	<u>40%</u>
Total	100%
90 - 100 = A	80 - 89 = B
70 - 79 = C	60 - 69 = D
Below 60 = F	

DIVERSITY STATEMENT

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

SPC Disability Statement

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland (Student Health & Wellness Office) 806-716-2577, Reese Center (Building 8) & Lubbock Center 806-716-4675, or Plainview Center (Main Office) 806-716-4302 or 806-296-9611.

GENERAL SAFETY ON CAMPUS

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility which we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- 1 Never leave your personal property unsecured or unattended.
- 2 Look around and be aware of your surroundings when you enter and exit a building.
- 3 Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- 4 When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.

CHILDREN ON CAMPUS

Many of the students attending classes at South Plains College are also parents who value the opportunity to participate in higher education. Sometimes students are faced with the decision of whether to remain at home with their children, bring children with them to class, or be absent from class. The following guidelines address concerns for the safety of children on campus and provide for an environment conducive to learning:

1. **Students are not allowed to bring children to class** and will be asked to leave in the interest of providing an environment conducive for **all** students enrolled in the class. Students are responsible for adherence to the attendance requirements set forth by the instructor in the course syllabus.
2. **Children may not be left unattended.** In order to provide for the safety of children on campus, parents or other guardians are responsible for supervising children while utilizing services or conducting business on campus.
3. **Disruptive children will not be allowed to interfere with college business.** Parents or other guardians are responsible for supervising and controlling the behavior of children they have brought on campus.

COURSE OBJECTIVES

Upon successful completion of the course, you will be able to:

- Aspire to reach professional status as an administrative assistant.
- Develop attitudes and behavior that will help him/her adjust rapidly to a business environment and meet challenges of the changing world of work.
- Gain an understanding of the nature of office work, the place of the office in the business world, and the kinds of work for which he/she could prepare and find employment.
- Practice fundamental office procedures, which are in keeping with his/her capability, in order to develop certain salable skills.

SOUTH PLAINS COLLEGE, TECHNICAL DIVISION

SCANS Competencies

RESOURCES: Identifies, organizes, plans, and allocates resources.

- C1 **Time:** Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules.
- C2 **Money:** Uses or prepares budgets, makes forecasts, keeps records, and makes forecasts, keeps records, and makes adjustments to meet objectives.
- C3 **Materials and Facilities:** Acquires, stores, allocates, and uses materials or space efficiently.
- C4 **Human Resources:** Assesses skills and distributes work accordingly, evaluates performance and provides feedback.

INFORMATION: Acquires and uses information.

- C5 Acquires and evaluates information.
- C6 Organizes and maintains information.
- C7 Interprets and communicates information.
- C8 Uses computers to process information.

INTERPERSONAL: Works with others.

- C9 Participates as members of a team; contributes to group effort.
- C10 Teaches others new skills.
- C11 **Serves clients/customers:** Works to satisfy customer=s expectations.
- C12 **Exercises Leadership:** Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.
- C13 **Negotiates:** Works toward agreements involving exchanges of resources, resolves divergent interests.
- C14 **Works with Diversity:** Works well with men and women from diverse backgrounds.

SYSTEMS: Understands complex interrelationships.

- C15 **Understands Systems:** Knows how social, organizational, and technical systems work and operates effectively with them.
- C16 **Monitors and Corrects Performance:** Distinguishes trends, predicts impacts on system operations, diagnoses systems= performance and corrects malfunctions.
- C17 **Improves or Designs Systems:** Suggests modifications to existing systems and develops new or alternative systems to improve performance.

TECHNOLOGY: Works with a variety of technologies.

- C18 **Selects technology:** Chooses procedures, tools or equipment including computers and related technologies.
- C19 **Applies technology to task:** Understands overall intent and procedure for set-up and operation of equipment.
- C20 **Maintains and troubleshoots equipment:** Prevents, identifies, or solves problems with equipment, including computers and other technologies.

SCANS Foundation Skills

BASIC SKILLS: Reads, writes, performs arithmetic/mathematical operations, listens, speaks.

- F1 **Reading:** locates, understands, and interprets written information in prose such as documents, manuals, graphs, and schedules.
- F2 **Writing:** communicates thoughts, ideas, information, and messages in written form; creates documents such as letters, directions, manuals, reports, graphs, and flow charts.
- F3 **Arithmetic:** Performs basic computations; uses basic numerical concepts such as whole numbers, etc.
- F4 **Mathematics:** Approaches practical problems by choosing appropriately from a variety of mathematical techniques.
- F5 **Listening:** Receives, attends to, interprets, and responds to verbal messages and other cues.
- F6 **Speaking:** organizes ideas and communicates orally.

THINKING SKILLS: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.

- F7 **Creative Thinking:** Generates new ideas.
- F8 **Decision Making:** Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.
- F9 **Problem Solving:** Recognizes problems and devises and implements plan of action.

- F10 **Seeing Things in Mind=s Eye:** Organizes and processes symbols, pictures, graphs, objects, and other information.
- F11 **Knowing How to Learn:** Uses efficient learning techniques to acquire and apply new knowledge and skills.
- F12 **Reasoning:** Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

PERSONAL QUALITIES: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty.

- F13 **Responsibility:** Exerts a high level of effort and perseveres toward goal attainment.
- F14 **Self-Esteem:** Believes in own self-worth and maintains a positive view of self.
- F15 **Sociability:** demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- F16 **Self-Management:** Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.
- F17 **Integrity/Honesty:** Chooses ethical courses of action.