

**COURSE SYLLABUS
FALL 2026**

Course Title: POFT 1309-151; Administrative Office Procedures

Meeting Time: Section 151; ONLINE

Instructor Information:

Instructor:	Miran Rivera			
Office:	LC 120G (Lubbock Center)			
Office Telephone:	806.716.4917			
E-mail:	mriviera@southplainscollege.edu			
Office Hours:				
Monday	Tuesday	Wednesday	Thursday	Friday
By Appt	8:00 – 11:00 AM	By Appt	8:00 – 11:00 AM	8:00 – 10:00 AM

Online Disclaimer: This is to notify you that materials you may be accessing in chat rooms, bulletin boards or unofficial Web pages are not officially sponsored by South Plains College. The United States Constitution rights of free speech apply to all members of our community regardless of the medium used. We disclaim all liability for data, information or opinions expressed in these forums.

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

TEXT AND OTHER MATERIALS

The Administrative Professional, Fulton-Calkins; Rankin; Shumack, 15th Ed., ©2017.

ISBN: 9781305581166

OneDrive or 1GB+ Flash/Jump drive

Cengage Unlimited Access:

You will need to purchase a Cengage Course code to access homework assignments through this Blackboard course!!

- **Textbook:** The textbook and resources for this course are available in digital form through Cengage Unlimited and MindTap. That means the e-book edition of the textbook and/or all required resources are provided through Cengage and linked to Blackboard. You will have first day access for a limited time until you purchase your access code. Codes may be purchased from the Bookstore.

To access your course materials and explore Cengage Unlimited, log in to Blackboard and click on the link that says Cengage MindTap Weekly Assignments. When prompted, log in with your Cengage account and follow the prompts to complete the registration process

EVALUATION POLICY

You will have textbook reading assignments and textbook writing assignments. Simulation tasks are included in the textbook assignments to be completed throughout the course.

GRADING POLICY

Your semester grade will be calculated as follows:

Introduction Assignment & Discussion Board Questions	5%
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Chapter Assignments				30%
Chapter Quizzes				25%
Exams				30%
Final Exam				10%
90-100 = A	80-89 = B	70-79 = C	60-69 = D	Below 60 = F

All completed weekly chapter homework assignments will automatically be submitted through *Cengage Mind Tap* – sign on instructions for this website will be posted on Blackboard in the first week of the semester.

All assignments are due by 11:59 p.m. on the date posted on the course schedule/calendar. LATE WORK/ASSIGNMENTS WILL NOT BE ACCEPTED. Although, 1 homework grade will be dropped at the end of the semester.

Introduction Assignment and Discussion Posts (5%)

Post your introduction in the Discussion tool forum in Blackboard. In the discussion forum, post in the topic “Introduction.” In the subject line put your name – example, “John Doe’s Introduction.” Please include the following in your introduction. This assignment will be keyed in the body of the message window, please feel free to say hello to your fellow classmates if you wish, and discuss anything that you might have in common.

- Name
- Major
- Spare time activities (or if you had spare time, what would you do?)
- Favorite class so far and why
- Least favorite class so far and how you would improve it
- Business or work area interests or career goals (This is a Business Course IN COLLEGE – I expect you to have plenty to say here!)

Other discussion questions will arise through the semester. You will be advised well ahead of time when a discussion questions is posted and the guidelines for response.

Chapter Homework Assignments (30%) --Submitted in Cengage MindTap

These homework assignments are heavy on simulation and case studies. Weekly homework in Cengage will be outlined in the semester schedule, opening Sundays at 6 AM and due the following Monday by 11:59PM (you will have over a week to complete these assignments, remember that I do not accept late work). Please pay close attention to your semester schedule and the Cengage schedule for due dates etc.

Chapter Quizzes (25%) -- Submitted in Cengage MindTap

Each chapter has a short multiple choice quiz to be submitted by the due date outlined in the semester schedule, opening Sundays at 6 AM and due the following Monday by 11:59 PM (you will have over a week to complete these assignments, remember that I do not accept late work). Please pay close attention to your semester schedule and the Cengage schedule for due dates etc.

Exams (30%) and Final Exam (10%)*:** There will be 4 exams covering 2-4 chapters each over the major areas of study related to management listed under the course outline below plus the Comprehensive Final Exam. Each exam will be released on Sunday mornings at 6:00

AM and will close on the following Monday at 11:59PM in Cengage Mind Tap. You will be able to click on the exam link and select the exam as soon as it is made available. There is no time limit for exams.

MAKE-UP EXAM POLICY: **I do not give make-up exams or accept late exams.** The final exam will be comprehensive. All students will take the final comprehensive exam. If student does not take final comprehensive exam, final grade will be lowered by one letter grade at the end of the semester.

SOFTWARE

If you do not have the appropriate software, you may download it from Microsoft at <https://products.office.com/en-us/student/office-in-education>.

ATTENDANCE POLICY

This is an online course so it's critical to manage your time well. Each week is delegated into folders in Blackboard to help you easily see what assignments are due. Please email with any questions.

WITHDRAWAL POLICY

The last day to withdraw/drop with a grade of "W" is **December 4th, 2026**. It is the student's responsibility to withdraw from this course. Otherwise, students will be assigned their earned letter grade at the end of the course. Course averages will be updated every Friday, and guidance will be provided throughout the term to help students decide whether they need to drop the class or not. For more information regarding drops/withdrawals, please visit <https://www.southplainscollege.edu/admission-aid/apply/schedulechanges.php>

COURSE OUTLINE:

- I. Human Relations: The Key to Personal Growth and Career Success
- II. Career Success Begins with Knowing Yourself
- III. Personal Strategies for Improving Human Relations
- IV. Working Together
- V. Special Challenges in Human Relations
- VI. Planning for Success

ASSIGNMENT DUE DATES

Week 1:	August 31, 2026	Introductions, Syllabus, Chapter 1
Week 2:	September 7, 2026	Chapter 2
Week 3:	September 14, 2026	Chapter 3
Week 4:	September 21, 2026	Exam 1 (Chapters 1-3) and Chapter 4
Week 5:	September 28, 2026	Chapter 5
Week 6:	October 5, 2026	Chapters 6 & 7
Week 7:	October 12, 2026	Exam 2 (Chapters 4-7) and Chapter 8
Week 8:	October 19, 2026	Chapter 9
Week 9:	October 26, 2026	Chapter 10
Week 10:	November 2, 2026	Chapter 11

Week 11:	November 9, 2026	Exam 3 (Chapters 8-11) and Chapter 12
Week 12:	November 16, 2026	Chapter 13
Week 13:	November 23, 2026	Chapter 14
Week 14:	November 30, 2026	Chapter 15
Week 15:	December 7, 2026	Exam 4 (Chapters 12-16) and Chapter 16
Week 16:	December 11, 2026	Final Exam (Chapters 1-16)

Note: All deadlines are at 11:59 PM on Monday unless you are notified differently. New Assignments open on Sunday at 6 AM.

COVID-19

For information and resources about COVID-19, please visit

<https://www.southplainscollege.edu/emergency/covid19-faq.php>.

DIVERSITY, DISABILITIES, NON-DISCRIMINATION, TITLE V PREGNANCY, CAMPUS CONCEALED CARRY

For information regarding official South Plains College statements about **Diversity, Disabilities, Non-Discrimination, Title V Pregnancy Accommodations, and Campus Concealed Carry**, please visit:

<https://www.southplainscollege.edu/syllabusstatements/>

STUDENT CONDUCT

Expected student conduct is as outlined in the SPC catalog. Please note that there is an online component to this course and others will see your responses to questions. Please do not post any pictures or data that others may find offensive.

TECHNICAL PROBLEMS/SUPPORT: If you are having computer problems, you have to let me know. I will try to help you in any way that I can. E-mail blackboard@southplainscollege.edu as your first contact with technical problems related to the Blackboard program. I am your contact with content issues for the course. Please remember that it is your responsibility to have a backup plan if your computer goes down. Please have this plan in place now and do not wait until it is a crisis situation. If you lose your assignments due to bad flash drives, computer crash, or your dog ate your homework, there is nothing I can do about it. **THIS IS YOUR WARNING TO HAVE A BACKUP PLAN IN PLACE.**

PLEASE DO NOT WAIT UNTIL THE LAST MINUTE TO TURN ASSIGNMENTS IN! Remember the saying "TECHNOLOGY HAPPENS"! So, it is strongly recommended to work on and submit assignments early before the date due. If an assignment is due and you are not able to access the Internet because the SPC server is down (which rarely happens), you have several options available:

1. Cengage will not be affected if Blackboard is down, so go ahead and complete your work in Cengage.

2. If you have to email me attachments and Blackboard is down, you can email them to my SPC email (only in an emergency!) at mhill@southplainscollege.edu
Use these options only as a last resort. If you must use one of these options, email and call me to let me know.

Cengage Unlimited Access Code

You may purchase your Cengage access code in the bookstore or online. If you purchase online please select delivery of the code to email - do not ship it to your address. If you have questions please call immediately for help.

RESPONSE TIMES: You should expect responses from me within 24 hours to emails sent using South Plains College email. If you haven't received a response within that time, communicate to me again either through email and/or telephone. It is possible your initial communication had not been received. I will not guarantee a response to email during SPC scheduled school holidays or on weekends.

(end of document—subject to revision or addendums)