

COURSE SYLLABUS

FALL 2021

Course Title: POFT 1309-271, Administrative Office Procedures I

Meeting Time: Section 271; MW 11:00 – 12:50; LC 112

Instructor Information:

Instructor:	Miran Faulks			
Office:	LC 120G (Lubbock Center)			
Office Telephone:	806.716.4917			
E-mail:	mfaulks@southplainscollege.edu			
Office Hours:				
Monday	Tuesday	Wednesday	Thursday	Friday
By Appt.	9:00 AM - Noon	By Appt.	9:00 AM - Noon	8:00 - 10:00 AM

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

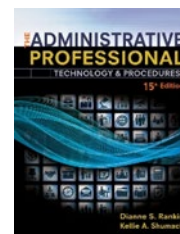
TEXT AND OTHER MATERIALS

The Administrative Professional, Fulton-Calkins, Rankin, Shumack; 15th Ed., ©2017. ISBN: 9781305581166

OneDrive or 1GB+ Flash/Jump drive

Inclusive Access:

All of you have the electronic textbook and digital homework already paid for through your tuition! Which is awesome! You will have first day access to your E-Textbook and homework assignments through this Blackboard course!!



- **Textbook:** The textbook and resources for this course are available in digital form through the Inclusive Access textbook program at South Plains College. That means the e-book edition of the textbook and/or all required resources are provided in the Blackboard portion of the course from the first day of class. The fee for the e-book/resources is included in the student tuition/fee payment, so there is no textbook or access card to purchase for this course.
- **E-book features:** Access to a cloud-based e-reader is provided by RedShelf via Blackboard. RedShelf e-book features include the ability to hear the text read aloud, highlight, take notes, create flash cards, see word definitions, build study guides, print select pages, and download up to 20% of the book for offline access. Visit <https://solve.redshelf.com/hc/en-us/requests/new> for e-book issues and support.
- **Upgrading to a physical textbook:** Students who prefer a printed textbook rather than an e-book may purchase a loose-leaf edition from the textbook publisher at a reduced price. You are also able to rent up to 4 physical textbooks through Cengage Unlimited for \$7.99 each.

- 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. 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:

Tutorial Quizzes – 3 attempts, no time limit				5%
Premium Quizzes – 1 attempt, 30 minutes				15%
Discussion Questions				10%
Chapter Activities				45%
Critical Thinking				5%
Above & Beyond				10%
Final Exam				10%
90-100 = A	80-89 = B	70-79 = C	60-69 = D	Below 60 = F

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>.

TUTORING INFORMATION

SPC Tutors

Tutoring is FREE for all currently enrolled students. Make an appointment or drop-in for help at any SPC location or online! Visit the link below to learn more about how to book an appointment, view the tutoring schedule, get to know the tutors, and view tutoring locations.

<http://www.southplainscollege.edu/exploreprograms/artsandsciences/teacheredtutoring.php>

Tutor.com

You also have 180 FREE minutes of tutoring with tutor.com each week, and your hours reset every Monday morning. Log into Blackboard, click on the tutor.com link on the left-hand tool bar and grab a session with a tutor. You can access tutor.com during the following times:

Monday – Thursday: 8 pm – 8 am

6 pm Friday – 8 am Monday Morning

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. Students are expected to attend class the entire scheduled class meeting time.

COVID-19 INFORMATION

If you are experiencing any of the following symptoms please do not attend class and either seek medical attention or get tested for COVID-19.

- Cough, shortness of breath, difficulty breathing
- Fever or chills
- Muscle or body aches
- Vomiting or diarrhea
- New loss of taste and smell

Please also notify DeEtte Edens, BSN, RN, Associate Director of Health & Wellness at dedens@southplainscollege.edu or 806.716.2376.

Please note that all positive tests must quarantine for the 10-day isolation period. If a student does test positive or chooses to self-quarantine due to an exposure, you must contact DeEtte Edens.

At this time we are not requiring masks be worn in class and on campus, but please do so if it makes you more comfortable.

WITHDRAWAL POLICY

It is the student's responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate and the student will owe any balance resulting from the adjustment.

If for any reason the student is unable to complete the course requirements, it is the student's responsibility to initiate their own withdrawal by the drop date for the semester. An administrative drop by the instructor in this course will, in most cases, result in the student receiving an "F" (not an "X"). **The last day for students to drop the course is December 2, 2021.** However, always talk to your instructor before dropping.

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.

NEW SPC E-MAIL INSTRUCTIONS

1. Navigate to <https://office.com> and select **Sign In**
2. Username: MySPCusername@southplainscollege.edu (please note the @students has been dropped)
3. Password: *Your MySPC/Blackboard password*
4. Select **Outlook** to check your new SPC email!

You can also forward your SPC email to another e-mail of your choice. You can do this by following these steps:

1. Login to Office 365 (<http://office.com/>)
2. Click **Outlook**.
3. Click **Settings** (gear icon in the upper right-hand of your screen).
4. At the bottom of the Settings panel, Click **View all Outlook settings** - Click **Mail**.
5. Click **Forwarding**
6. Under the "Forwarding" heading, select **Enable Forwarding**
7. Type the email address you wish to forward your mail (e.g., Gmail, Hotmail, etc.)
8. Recommended: Select "Keep a copy of all forwarded messages"
Note: if you do not select this, nothing sent to your @southplainscollege.edu email account will be saved in your SPC mailbox.
9. Select **Save**.

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.

CHAPTER LEARNING OBJECTIVES (Due Dates in MINDTAP)

CHAPTER 1 – ENTERING THE WORKFORCE

- Assess the demand for administrative professionals and describe their work and work settings.
- Describe the skills, knowledge, attitudes, and traits employers expect of an administrative assistant.
- Compare the responsibilities of the employer and employees in a work relationship.
- Describe the culture and structure of business organizations.

CHAPTER 2 – BECOMING A PROFESSIONAL

- Describe the qualities that make a worker a professional.
- Explains why critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant.
- Describe how factors such as appearance, communication, and teamwork skills affect your professional image.
- Describe the importance of following business etiquette.

CHAPTER 3 – MANAGING AND ORGANIZING YOURSELF

- Explain steps for setting and meeting goals and priorities.
- Describe strategies and tools for organizing your work area.
- Describe strategies and tools for managing your workload.
- Identify life management skills that improve job performance.

CHAPTER 4 – WORKING ETHICALLY

- Describe basic ethical terms and concepts.
- List characteristics of ethical businesses and organizations.
- Describe resources and methods for making ethical decisions at work.
- Identify unethical workplace behaviors and steps for working ethically.

CHAPTER 5 – UNDERSTANDING THE WORKPLACE TEAM

- Describe the benefits of teams and identify common types of workplace teams.
- Describe and practice the general process by which teams operate.
- Describe and utilize qualities and skills for being an effective team members, supporter, or leader.
- List qualities of effective teams and identify team challenges.

CHAPTER 6 – DEVELOPING CUSTOMER FOCUS

- Define customer focus, and explain the differences between external and internal customers.
- Describe strategies for developing customer focus.
- Develop skills for providing effective customer service.
- Describe how to handle difficult customer service situations.

CHAPTER 7 – IMPROVING COMMUNICATION SKILLS

- Describe the communication process and its elements.
- Describe types of listening and ways to improve listening skills.
- Describe factors related to effective verbal and nonverbal communication.
- Prepare effective written messages.

CHAPTER 8 – COMMUNICATING WITH TECHNOLOGY

- Explain the value of global communication tools.
- Describe the tools and methods used for collaborating in the workplace.
- Describe effective techniques for telephone communication.
- Identify security issues and solutions for protecting computer data.

ASSIGNMENT DUE DATES

Chapter 1	September 12, 2021
Chapter 2	September 26, 2021
Chapter 3	October 10, 2021
Chapter 4	October 24, 2021
Chapter 5	November 7, 2021
Chapter 6	November 21, 2021
Chapter 7	December 5, 2021
Chapter 8	December 12, 2021
FINAL	December 13, 2021

Note: All deadlines are at 11:59 PM on Sunday unless you are notified differently. New Assignments open on Monday at 12 AM.

Chapter exams will be given after every two chapters.

COMPUTER LABS: There are several computer labs with the locations, and hours of operation below. You will need to present your SPC student ID at some of these locations.

- Levelland campus: Technology Center, Monday – Thursday from 8 a.m. to 9 p.m. and Friday from 8 a.m. to 4 p.m.
- Reese campus library: Building 8, Monday – Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 4 p.m.
- Reese campus: Building 8, Room 827. This lab is available first for students enrolled in computer classes then students enrolled in other courses. Hours will be posted on the door.
- Lubbock Center, Monday – Thursday from 8 a.m. to 7 p.m. and Friday from 8 a.m. to 4 p.m.

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 is 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 OR YOU MAY HAVE PROBLEMS! 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 mfaulks@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.

SPECIAL SERVICES: Disabilities 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 Center 806-716-2577, Reese Center (also covers ATC) Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

ACADEMIC INTEGRITY: It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present their own work, which he or she has not honestly performed, is regarded as a most serious offense and renders the offender liable to serious consequences, possibly suspension. Students should refer to the SPC General Catalog policy regarding consequences for cheating and plagiarism and for events defined as cheating and plagiarism (see "Academic Integrity" as well as "Student Conduct" sections in college catalog).

CAMPUS CONCEALED CARRY - Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not

carry a concealed handgun in restricted locations. For a list of locations, please refer to the SPC policy at:

(http://www.southplainscollege.edu/human_resources/policy_procedure/hhc.php)

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

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.

PREGNANCY ACCOMMODATIONS STATEMENT

If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To activate accommodations, you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of Health and Wellness. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact Chris Straface, Director of Health and Wellness at 806-716-2362 or email cstraface@southplainscollege.edu for assistance.

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.

EMERGENCY INFORMATION

In case of emergency, contact the following numbers but DO NOT leave a voice mail message

894-9611, ext. 2338 - Levelland Campus

806-716-4677 - Lubbock Center

885-3048, ext. 2923 - Reese Center (mobile 893-5705)

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.