

SOUTHEAST COMMUNITY COLLEGE
BUSINESS DIVISION
Office Professional Program
Revision Date: 08-19-24

I. CATALOG DESCRIPTION

Course Number: OFFT2410
Course Title: Administrative Procedures I
Prerequisite(s): None

Catalog Description: Comprehensive coverage of relevant skills and procedures in the performance of office duties including the role of the administrative assistant, communication skills, and reference sources. Provides the student with the opportunity to apply relevant skills for today's automated work environment.

Credit Hours: 3.0
Class Hours: 45
Lab Hours: 0
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will teach students to*

- A.** Introduce and develop the necessary skills, attitudes, and traits necessary to enter into today's workforce.
- B.** Describe and explain the importance of developing necessary skills and professionalism in order to be successful in the business office as well as following business etiquette.
- C.** Describe strategies and tools for good time management, stress management, and organizational skills in the business office.
- D.** Introduce and describe basic ethical concepts and characteristics of employers and employees in today's work world.
- E.** Develop effective editing and proofreading skills.
- F.** Develop and improve oral presentation skills.
- G.** Provide individual and small group opportunities for students to develop primary skills by completing in-basket exercises similar to those of administrative professionals in an office setting.
- H.** Identify the responsibilities of the administrative professional for meetings and conferences.
- I.** Help students understand the responsibilities of administrative professionals regarding executives' trips.
- J.** Improve understanding of and development of all communication skills – written, verbal, and nonverbal – in the context of producing effective and correct business documents.
- K.** Identify and develop effective telephone techniques and telecommunication management skills.
- L.** Identify mail and USPS rules and regulations.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES

- A. Student Learning Outcomes: *Students will be able to*
1. Demonstrate and identify the necessary skills, attitudes, and traits necessary to enter today's workforce.
 2. Display and identify the necessary skills needed in the office along with professionalism and the rules of business etiquette.
 3. Demonstrate time management skills by prioritizing and completing office tasks and jobs.
 4. Establish and identify basic business office ethics and ethical employees and employers.
 5. Participate effectively in team activities and identify the characteristics of effective teams.
 6. Prepare meeting notices, agendas, and minutes, and become familiar with the types of electronic meetings - audio, online, and video.
 7. Make travel arrangements.
 8. Produce error-free documents through careful editing and proofreading.
 9. Identify customer service strategies.
 10. Identify and/or demonstrate proper telephone management skills.
 11. Identify USPS mail classes and special services for processing mail.
- B. General Education Learning Outcomes (GELOs)
1. GELO 6: Career and Life Skills
Outcome 1: Employ effective interpersonal and intrapersonal communication skills.
Outcome 4: Use digital technology effectively to access, manage, integrate, evaluate, and present information.
Outcome 7: Demonstrate choices that reflect personal responsibility in one's academic, civic, social, and vocational/professional life.

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information*)

- A. Changes in Today's Office
- B. Skills and Background for Your Career
1. Basic office skills
 2. Areas for development
 3. Personal characteristics
 4. Importance of productivity
- C. Office Systems and Organization
- D. Working with People in the Office
1. Interpersonal skills
 2. Communication and human relations
 3. Nonverbal communication
 4. Teamwork in the office
- E. Document Production
- F. Work Planning
1. Time management skills
 2. Stress controls
 3. Managerial techniques
 4. Ergonomics

- 5. Professional development
- G. Proofreading and Editing
- H. Customer Service
 - 1. Internal and External Customers
 - 2. E-mail and Telephone Strategies
 - 3. Handling Difficult Situations
- I. Planning Meetings and Events
 - 1. Meeting Responsibilities
 - 2. Meeting Formats
- J. Coordinating Business Travel
 - 1. Domestic
 - 2. International
 - 3. Cultural Differences
- K. Leadership Skills
 - 1. Leadership Styles and Traits
 - 2. Management Styles and Theories
- L. Business writing, proofreading, and editing
- M. Oral Communications
 - 1. Telephone procedures
 - 2. The office receptionist
 - 3. Making oral presentations

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s):
 - 1. Fulton-Calkins, Patsy. *The Administrative Professional, Technology and Procedures*, Current Edition. South-Western Cengage Learning.
 - 2. Norstrom, Barbara & Pagel, Larry. *Proofreading & Editing Precision*, Current Edition. South-Western Cengage Learning.

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Lecture
- B. Discussion
- C. Application
- D. Demonstration

VII. METHODS OF EVALUATION

- A. SCC STANDARD GRADING SCALE POLICY

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60