

SYLLABUS

COURSE NO. AND TITLE: OFFICE PROCEDURES I – AOAP 118
NUMBER OF CREDITS: THREE HOURS (3)

CATALOG DESCRIPTION:

This is an ANGEL enhanced course, which means no paper handouts. All tests and paper assignments will be obtained from the ANGEL computer program. The Instructor will go over how to get into this program the first week of class. All Basic administrative/assistant skills to include basic wardrobe; the constantly changing workplace; ethical theories and behaviors; workplace team and environment issues, telecommunications—technology and etiquette; computer components; meetings, conventions, and travel procedures; job search and advancement with resume, and library research.

SEMESTER OFFERED: Fall and Spring

TEXT:

Procedures & Theory for Administrative Professionals 6th Edition by Fulton-Calkins, Studlz, which includes one data disk.

COMMON STUDENT LEARNING OUTCOMES OF SAN JUAN COLLEGE:

LEARNING OBJECTIVES:

Learn: Students will actively and independently acquire, apply, and adapt skills and knowledge to develop expertise and a broader understanding of the world as lifelong learners.

Think: Students will think analytically and creatively to explore ideas, made connections, draw conclusions, and solve problems.

Communicate: Students will exchange ideas and information with clarity and originality in multiple contexts.

Integrate: Students will demonstrate proficiency in the use of technologies in the broadest sense related to their field of study.

Act: Students will act purposefully, reflectively, and respectfully in diverse and complex environments.

GENERAL LEARNING CONTENT:

1. To train students to choose and work toward the business career of their choice.
2. To master the general office skills required for job entry.
3. To learn what is expected in the business world pertaining to dress and personal appearance.

EXPECTED LEARNING OUTCOMES:

1. Identify the forces that are changing the workplace environment and discuss strategies for coping with the change. (L, T, C, A)
2. Describe career opportunities available for the administrative professional and twenty-first century workplace requirements. (L, T, C, A)
3. Explain the importance of ethical behavior by identifying characteristics of an ethical organization and determining how to achieve ethical change. (L,T, C, A)

4. **Determine implications of discrimination in an organization. (L, T, C, A)**
5. **Develop an understanding of effective team behavior and workplace team composition by demonstrating effectiveness in dealing with diverse environments by means of engaging in productive team communication. (L, T, C, I, A)**
6. **Explain how telecommunications affects individual's lives today and in the future by describing the major telecommunication pipelines. (L, T, C, I, A)**
7. **Use proper cell phone and standard telephone etiquette. Be able to demonstrate skills in handling incoming and outgoing telephone calls. (L, T, C, A)**
8. **Describe computer classifications, computer components, and storage devices. (L, T, C, I, A)**
9. **Identify and explain input and output devices, types of networks, and the future direction of technology. (T, C, I, A, L)**
10. **Explain the importance of effective meetings, seminars, and conventions and describe the roles and responsibilities of the administrative professional in assisting with the meetings and conventions.(T, L, C, I, A)**
11. **Plan and follow through with air travel, hotel, and rental car arrangements for the executive's domestic or international business trip. Learn how to obtain a passport, visa, trip insurance, and travel funds, and prepare a detailed itinerary. (L,T,C, A)**
12. **Explain Job Search and Advancement by determining the type of position that matches their skills; identify sources of job information; prepare letters of application and resumes; develop job interview skills, and develop job advancement strategies. (L, T, C, A)**
13. **Use the numerous library and computer resources for collecting secondary data. (L, T, C, I, A)**

Syllabus developed by Patty Goff