



Administrative Master Syllabus

Course Information

Course Title	Administrative Office Procedures I
Course Prefix, Num. and Title	POFT 1309 Administrative Office Procedures I
Division	Technology and Business
Department	Business Office Technology
Course Type	Academic General Education Course (from ACGM, but not WCJC Core)
Course Catalog Description	(Capstone Course) Study of current office procedures, duties, and responsibilities applicable to an office environment. This is the capstone course for the Office Specialist Certificate.
Pre-Requisites	None
Co-Requisites	None

Semester Credit Hours

Total Semester Credit Hours (SCH): Lecture Hours:	3:3:0
Lab/Other Hours	
Equated Pay Hours	3
Lab/Other Hours Breakdown: Lab Hours	0
Lab/Other Hours Breakdown: Clinical Hours	0
Lab/Other Hours Breakdown: Practicum Hours	0
Other Hours Breakdown	0

Approval Signatures

Title	Signature	Date
Division Chair:	David Kucera, Technology & Business Division Chair	10-27-2022



Additional Course Information

Topical Outline: Each offering of this course must include the following topics (be sure to include information regarding lab, practicum, and clinical or other non-lecture instruction).

1. Work Ethics
2. Interpersonal skills and working relationships
3. Research skills
4. Time management and scheduling
5. Budgets
6. Frauds
7. Office support functions
8. Ergonomics
9. Workplace skills
10. Organization
11. Coping with stress
12. Technology
13. Telephones
14. Financial transactions and bank reconciliations
15. Petty cash
16. Presentations

Course Learning Outcomes:

Learning Outcomes – Upon successful completion of this course, students will:

1. Develop time management techniques;
2. Demonstrate communications skills; and
3. Identify the basic skills of an office professional.

Methods of Assessment:

Unit tests
Daily work
Project
Final Exam

Required text(s), optional text(s) and/or materials to be supplied by the student:

Required: the most recent edition of *The Administrative Professional* by Cengage.

Suggested Course Maximum:

35

List any specific or physical requirements beyond a typical classroom required to teach the course.

None



Course Requirements/Grading System: Describe any course specific requirements such as research papers or reading assignments and the generalized grading format for the course.

40% Unit tests
30% Daily work
10% Discussions
20% Final

The following grading scale will be used to determine grades for the class.

If your score is Your grade is:

90% up to 100% A
80% up to 89% .. B
70% up to 79% .. C
60% up to 69% .. D
59% or below F

Curriculum Checklist:

- Administrative General Education Course** (from ACGM, but not in WCJC Core) – No additional documents needed.
- Administrative WCJC Core Course.** Attach the Core Curriculum Review Forms
 - Critical Thinking
 - Communication
 - Empirical & Quantitative Skills
 - Teamwork
 - Social Responsibility
 - Personal Responsibility
- WECM Course** -If needed, revise the Program SCANS Matrix and Competencies Checklist