

ADMN 1308 - Office Procedures
3 Credit Hours

Course Description:

This course covers job functions that are common to most offices, including scheduling appointments, processing incoming/outgoing communications and using telecommunications systems/services to accomplish tasks and follow procedures. The course is designed to teach problem solving and creative thinking from the perspective of an administrative office manager while maintaining the principles of human relations, ethics and legal perspectives.

Course Outcomes:

Upon successful completion of this course, students will be able to:

- Discuss situations conducive to real world situations that require problem-solving skills and knowledge gained from human relations skills and communication methods.
- Research and present data related to the role of administrative tasks and office procedures.
- Demonstrate the ability to perform office based projects through the use of computer applications.
- Define the role and prioritize the functions of office professional in the workplace.
- Identify workplace issues that affect job performance.
- Define ethics and ethical behavior.

Prerequisites and Corequisites:

ENGL 1310

Course Topics:

- **Part I**
 - Chapter 1: Understanding the Changing and Challenging Office
 - Chapter 2: Developing Professional Skills
 - Chapter 3: Preparing for Your Employment
 - Chapter 5: Time Management

- **Part II**
 - Chapter 5: Telecommunications
 - Chapter 6: Building Communications Skills
- **Part III**
 - Chapter 7: Processing Mail
 - Chapter 8: Records Management
 - Chapter 9: Banking and Accounting Procedures
- **Part IV**
 - Chapter 10: Scheduling Appointments and Receiving Visitors
 - Chapter 11: Making Travel Arrangements
 - Chapter 12: Planning Meetings and Conferences
- **Part V**
 - Chapter 13: Developing Effective Oral Presentations
 - Chapter 14: Preparing to Meet the Challenges
- **Part VI**
 - Chapter 15: Working in a Medical Office
 - Chapter 16: working in a Legal Office

Specific Course Requirements:

None

Required Textbooks:

Please visit the [Virtual Bookstore](#) to obtain textbook information for this course. Move your cursor over the "Books" link in the navigation bar and select "Textbooks & Course Materials." Select your Program, Term, Department, and Course; then select "Submit."

Supplementary Materials:

None

Hardware and Software Requirements:

Minimum hardware requirements can be found [here](#).

Minimum software requirements can be found [here](#).

Common applications you might need:

To read a PDF file download the latest version of [Adobe Reader here](#)

Don't have Microsoft Word? Explore an alternative [OpenOffice here](#)

Accessing a PowerPoint file? Download the [PowerPoint Viewer here](#)

Web Resources:

Purdue [OWL Online Writing Lab](#) (for APA, MLA, or Chicago style)

The Writing Center [Online Writer's Handbook](#)

Student Resources:

- Technical support information can be found on the [TN eCampus Help Desk](#) page.
- Smarthinking virtual tutoring is available **FREE** of charge. to access Smarthinking, visit the course homepage and select Smarthinking under Course Resources. You also view [sample sessions](#) to see what Smarthinking offers and how it works.
- Information on other student issues or concerns can be located on the [TN eCampus Student Resources](#) page.

Instructor Information:

Please see "Instructor Information" in the Getting Started Module for instructor contact information, virtual office hours, and other communication information. You can expect to receive a response from the instructor within 24-48 hours unless notified of extenuating circumstances.

Grading Procedures:

Letter grades for this course will be assigned based on the following scale.

Point Range	Assigned Grade
90 - 100%	A
80 - 89%	B
70 - 79%	C
60 - 69%	D

- 30% - Original thread post, post by Wednesday 11:30 pm of the week assigned, with research from a reliable source, proper use of APA in-text citations and listing of APA references at the end of the thread.
- 30% - Follow-up peer posts, by Sunday 11:30 PM
- 20% - Grammar, spelling, and sentence structure
- 20% - Reading, reviewing, and responding to other posts

Examination: The course will consist of one Final Exam. This exam will consist of 50 multiple choice questions. The exam will cover all 16 chapters and have a time limit of 240 minutes. Students will be permitted 2 attempts at the exam. The grade book will capture the highest of the two attempts. Upon completion of the examination, the score will be automatically graded and posted into the grade book.

Class Participation:

Each module in this course includes an overview of topics covered in each chapter, as well as a list of items to be completed for each module with instructions. To begin each module, study the notes page and watch the corresponding videos, if applicable. Students should take extra notes from each chapter. Students shall complete each module in succession presented in the course. Complete all assignments, discussion boards, and quizzes. Class participation consists of more than simply logging into TN eCampus, the student must complete the modules assigned. Contact the instructor of the course early if issues arise.

Late Policy:

Punctuality is a must in this course. All assignments, quizzes, discussions, and exam are due on or before the date/time indicated in TN eCampus. Unless otherwise stated, the time for all assignments, quizzes, and exam will be 11:30 PM on the due date. NOTE: The due date/time is the absolute deadline for assignments. In cases of emergencies, please email the instructor as soon as possible. The instructor reserves the right to request verification of the situation, example: doctors note. If justified, the instructor may allow late submissions. In cases of no legitimate reason for the late submission, a substantial late grade may be assessed, example: zero. The instructor reserves the right to not accept a late submission.

Course Ground Rules:

The following two statements (1., 2.) were derived from the TBR System-wide Student Rules document, released January 2012:

[Read the document in its entirety here.](#)

- Students are required to adhere to the same professional, legal and ethical standards of conduct online as on campus. In addition, students should conform to generally accepted standards of "netiquette" while sending e-mail, posting comments to the discussion board, and while participating in other means of communicating online. Specifically, students should refrain from inappropriate and/or offensive language, comments and actions.

- Participate in all aspects of the course
- Communicate with other students

- Learn how to navigate in Brightspace
- Keep abreast of course announcements
- Use the assigned course management (Brightspace) email address rather than a personal email address
- Address technical problems immediately:
 - [Contact Technical Support](#)
 - [View Term Calendar here](#)
- Observe course netiquette at all times.

Guidelines for Communications:

Email:

- Always include a subject line.
- Remember without facial expressions some comments may be taken the wrong way. Be careful in wording your emails. Use of emoticons might be helpful in some cases.
- Use standard fonts.
- Do not send large attachments without permission.
- Special formatting such as centering, audio messages, tables, html, etc. should be avoided unless necessary to complete an assignment or other communication.
- Respect the privacy of other class members

Discussions:

- Review the discussion threads thoroughly before entering the discussion. Be a lurker then a discussant.
- Try to maintain threads by using the "Reply" button rather starting a new topic.
- Do not make insulting or inflammatory statements to other members of the discussion group. Be respectful of other's ideas.
- Be patient and read the comments of other group members thoroughly before entering your remarks.
- Be cooperative with group leaders in completing assigned tasks.
- Be positive and constructive in group discussions.
- Respond in a thoughtful and timely manner.

Library:

The [Tennessee Virtual Library](#) is available to all students enrolled in TN eCampus programs and courses. Links to library materials (such as electronic journals, databases, interlibrary loans, digital reserves, dictionaries, encyclopedias, maps, and librarian support) and Internet

resources needed by learners to complete online assignments and as background reading will be included within the course modules. To access the Virtual Library, go to the course homepage and select the **Virtual Library** link under Course Resources.

Students with Disabilities:

Qualified students with disabilities will be provided reasonable and necessary academic accommodations if determined eligible by the appropriate disability services staff at their home institution. Prior to granting disability accommodations in this course, the instructor must receive written verification of a student's eligibility for specific accommodations from the disability services staff at the home institution. It is the student's responsibility to initiate contact with their home institution's disability services staff and to follow the established procedures for having the accommodation notice sent to the instructor.

Syllabus Changes:

The instructor reserves the right to make changes as necessary to this syllabus. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes both by individual email communication and posting both notification and nature of change(s) on the course bulletin board.

Disclaimer

The information contained in this syllabus is for general information purposes only. While we endeavor to keep this information up-to-date and accurate, there may be some discrepancies between this syllabus and the one found in your online course. The syllabus of record is the one found in your online course. Please make sure you read the syllabus in your course at the beginning of the semester. Questions regarding course content should be directed to your instructor.