

Administrative Systems (POFT 2331)



Credit: 3 semester credit hours (3 hours lecture, 0 hours lab)

Prerequisite/Co-requisite: POFT 2301

Course Description

Advanced concepts of project management and office procedures integrating software applications.

Required Textbook and Materials

1. *The Administrative Professional—Technology & Procedures*, Patsy Fulton-Calkins, 13th edition ISBN 0-538-72948-1.

Course Objectives

Upon completion of this course, the student will be able to:

1. Select materials, procedures, and equipment. (SCANS: C1, C3, C5, C6, C7, C8, C, C14, C18, C19, F1, F2, F5, F6, F7, F8, F9, F12, F13, F14, F15, F16, F17)
2. Manage business projects using technology. (SCANS: C1, C3, C5, C6, C7, C8, C9, C14, C18, C19, F1, F2, F5, F6, F7, F8, F9, F12, F13, F14, F15, F16, F17)
3. Critical thinking and problem solving skills. (SCANS: C1, C3, C5, C6, C7, C8, C9, C14, C18, C19, F1, F2, F5, F6, F7, F8, F9, F12, F13, F14, F15, F16, F17)

SCANS Skills and Competencies

Beginning in the late 1980's, the U.S. Department of Labor Secretary's Commission on Achieving Necessary Skills (SCANS) conducted extensive research and interviews with business owners, union leaders, supervisors, and laborers in a wide variety of work settings to determine what knowledge workers needed in order to perform well on a job. In 1991 the Commission announced its findings in *What Work Requires in Schools*. In its research, the Commission determined that "workplace know-how" consists of two elements: foundation skills and workplace competencies.

Course Outline

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| <p>A. The Work Environment</p> <ol style="list-style-type: none">1. Chapter 1—Changing Workplace2. Chapter 2--Ethics3. Chapter 3—Stress, Anger, Time Mgt. | <p>C. Workplace Technologies</p> <ol style="list-style-type: none">1. Chapter 4—Information processing2. Chapter 5--Telecommunications |
| <p>B. Your Career</p> <ol style="list-style-type: none">1. Chapter 14—Job Search2. Chapter 15—Teleworker3. Chapter 16—Leadership Skills | <p>D. Written Communication, Records, and Presentations</p> <ol style="list-style-type: none">1. Chapter 6—Written Communication2. Chapter 7—Records Management3. Chapter 8—Presentations <p>E. Customer and Employee Satisfaction</p> <ol style="list-style-type: none">1. Chapter 9—The Workplace Team |

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- 2. Chapter 10—Customer Service
- F. Mail, Travel, Meetings, and Conferences
- 1. Chapter 11—Workplace Mail and Copiers
- 2. Chapter 12—Travel Arrangements
- 3. Meetings and Conferences

Grade Scale

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

Course Evaluation

Final grades will be calculated according to the following criteria:

- 1. Tests (6) and a final exam (**No make-ups**) 50%
- 2. Research report with oral presentation (**Mandatory**) 30%
- 3. Other assignments, class participation 20%

Course Requirements

- 1. Attendance.
- 2. Use reference books and other library resources efficiently.
- 3. Apply effective oral communication techniques.
- 4. Preparation and presentation of research report.

Course Policies

- 1. Proper classroom decorum must be maintained at all times.
- 2. No DISRUPTIONS will be tolerated and in this classroom, we will respect one another's right to learn.
- 3. No food, drinks, or use of tobacco products in class.
- 4. Cell phones, headphones, and any other electronic devices must be turned off while in class.
- 5. Do not bring children to class.
- 6. Do not walk out of class early without talking to me before the class begins.
- 7. On exam day, all desks **MUST** be clear except for exam materials. All purses, backpacks, notebooks, etc. should be stored under the desks - including **CELL PHONES**.

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8. Makeup exams will not be given, unless arranged for in advance. If you miss an exam (including the final) for any reason, without making arrangements with me prior to the exam, you will receive a zero on that exam.
9. Exams (including the final) will begin on time. If you are more than 5 minutes late for the exam, you will not be allowed to take it.
10. A grade of “C” or better must be earned in this course for credit toward degree requirements.
11. If you wish to drop a course, the student is responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an ‘F’ in the course.
12. Attendance is expected and required.
13. Additional class policies as defined by the individual course instructor.

Disabilities Statement

The Americans with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the office in Student Services, Cecil Beeson Building.

Course Schedule

Week of	Topic	Reference
Week 1	Course introduction and policies Chapter 1: The Ever-Changing Workplace	pp. 5-28
Week 2	Chapter 2: Ethics—Essential in the Workplace Chapter 3: Stress, Anger, and Time Management	pp. 29-50 pp.51-77
Week 3	Test 1 (Chapters 1-3) Chapter 14: Job Search	pp. 5-77 pp. 343-670
Week 4	Chapter 15: Teleworker/Virtual Assistant Chapter 16: Leadership Skills	pp. 371-390 pp.391-408
Week 5	Test 2 (Chapters 14-16) Guest speaker—Mrs. Avery, LIT Placement Director Sign up for PROJECT INTERVIEW	pp. 343-408

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Week of	Topic	Reference
	(mandatory requirement for this class)	
Week 6	Chapter 6—Written Communication Chapter 7: Records Management	pp. 149-172 pp.173-204
Week 7	Chapter 8—Presentations Test 3 (Chapters 6, 7, 8)	pp.205-225 pp.149-225
Week 8	Chapter 9—The Workplace Team) Chapter 10—Customer Service	pp. 229-248 pp.249-269
Week 9	Test 5 (Chapters 9, 10) Prepare for Project Interview	pp.229-269
Week 10	PROJECT INTERVIEW Chapter 11—Workplace Mail and Copiers Give out report packets and have a discussion regarding requirements	pp. 273-294
Week 11	Chapter 12: Travel Arrangements Chapter 13—Meetings and Conferences	pp. 295-312 pp. 313-339
Week 12	Test 6 (Chapters 11-13) Sign up for oral reports	pp. 273-339
Week 13	Work day for oral presentations	
Week 14	All reports are due. Begin oral presentations. Have discussions following each report.	
Week 15	Complete oral presentations and begin reviews	
Week 16	Final Exam	pp. 5--408