

**Nashville State Community College
Business, Management and Hospitality
Administrative Professional Technology**

2018 Master Course Syllabus

ADMN 1308 – Office Procedures

Course Information:

Course Title: Office Procedures

Credits: 3

Class Hours: 3

Course Description:

An introduction to the 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. Topics include problem solving and creative thinking from the perspective of an administrative office manager while maintaining the principles of human relations, ethics, and legal perspectives. **Prerequisite(s):** [ADMN 1310](#)

Semester Availability: Fall

Not part of a Tennessee Transfer Pathway

Instructor Information:

Name: Karen Kendrick

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Office Location: Clement Building, White Bridge Road Campus, Suite 232, Office C

Office Hours: TBA

Required Textbook(s) & Other Materials:

Textbook(s):

1. **The Administrative Professional: Technology & Procedures, 15th Edition.** Dianne S. Rankin; Kellie A. Shumack, Ph.D.
2. **How to Win Friends and Influence People.** By Dale Carnegie, 1981 edition. Simon and Schuster. (Note: Any edition is acceptable.)

ISBN: 978-1-305-58116-1 (*The Administrative Professional*)

ISBN: 0671027034 (*How to Win Friends and Influence People*)

Reference Materials: A dictionary

Supplies:

- Office 2016 – Available through the student email account as a free download
- An electronic file storage device such as a flash drive to save work
- Dependable internet access

Once enrolled, all students should verify that they have the correct textbook and materials information by consulting the NS Online shell for the course. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu.

Course Outcomes:

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

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

Course Competencies:

The following are detailed course competencies intended to support the course outcomes:

- Identify an organizational mission statement and code of ethics when presented with examples.
- Create, read, and use an organization chart.
- Describe the role of the office professional.
- Describe basic workplace skills office professional needs to be successful.
- Describe the process of solving a problem in a logical and effective way.
- Explain the concept of ethical conduct and give examples of ethical conduct when given a workplace problem.
- List personal qualities needed in an effective employee.
- Provide a visual and a scannable resume to employers.
- Write a letter of follow-up after a job interview.
- List and explain five tools and/or strategies to support good work habits.
- Use a Gantt chart to plan a project.
- Organize a list of work assignments into a manageable daily work plan.
- List and explain productive habits to use when making a call and taking messages.
- Process the mail according to a system.
- Describe the way a records management system works.
- Explain the purpose of a records retention schedule.
- Use indexing to sort records for filing and storage.
- Reconcile a petty cash fund.
- Complete a simple payroll register.
- Describe techniques for handling difficult people.
- Prepare a written itinerary for the traveler.

- Describe common forms of electronic meetings.
- List in checklist form the activities which must be completed before a meeting, during, and after a meeting.
- Calculate simple bills for customers.
- Name two certifications available to show superior skills with Microsoft Office and office skills.
- Identify strategies for advancement.
- Explain the advantages of joining a professional organization.

The following are general education competencies intended to support the course outcomes:

- Write clear, well-organized documents.
- Locate, evaluate, and use multiple sources of information.
- Apply mathematical concepts to problems and situations.
- Use critical thinking skills.
- Use and adapt current technologies.
- Appreciate cultural diversity and the influence of history and culture.

Topics to Be Covered:

This course provides an overview of skills needed by receptionists, administrative assistants, and executive assistants.

Prior-Learning Assessment/Credit-by-Exam

NSCC recognizes that some students have a high level of skill related to Office Procedures. Students who feel their skills meet or exceed the stated course outcomes and competencies may apply to take a credit-by-exam test created by the faculty in the APT degree program. Students who achieve a grade of 75 or higher on the exam will receive credit for the class. See the NSCC catalog for additional instructions and explanation of Prior-Learning Assessment. Here is a link: [NSCC Catalog copy on Prior Learning Assessment](#)

Course Assessments:

The following performance assessments will be used to demonstrate students' understanding, knowledge, and skills:

Grading Category	Percentage of Course Grade
Exams (Midterm, HTWFAIP, Final)	50%
Chapter Assignments	30%
Quizzes (taken in NS Online)	10%
Discussion Posts (HTWFAIP)	10%

Exams:

There are three major exams: a midterm, a final exam, and one based on the class book study of *How to Win Friends and Influence People*. Students will take all tests/exams at a NSCC approved test center without the use of notes or other materials. The HTWFAIP exam may be taken at the test center using the study packet for HTWFAIP. Students will turn in the study packet at the end of the exam. Each NSCC campus has a test center. Check the college website for details on each.

Exams not taken by the cut-off date are assigned a grade of zero. Plan ahead to avoid unexpected life challenges which might prevent you from taking the test on the due date.

Weekly/Chapter Assessments and Quizzes: Students will complete quizzes and assignments for each lesson which are designed to help students use the skills related to each week's content. Students can use the quizzes and assignments as a gauge of their readiness for the related exam. The assignments are turned into an assignment box and the instructor grades them for correctness. The quizzes may be taken unlimited times before the cut-off to earn the desired grade.

Discussion Posts: Students will read the business classic, *How to Win Friends and Influence People*(HTWFAIP) by Dale Carnegie. Weekly discussion posts help students examine their thoughts on the book and learn from other students' experiences and thoughts on interpersonal relationships. A study guide posted in the course helps students make notes as the book is read. The study guide is used to take the test on the book. You will not have to memorize answers.

Grading Policy:

Course assignments and discussions are graded within one week of the due date. Exams are graded within 2 weeks of the due date.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

A schedule of due dates is published in the Course Content Getting Started module on the first day of class. Any assignment or exam not completed and submitted to the appropriate course component by the published due date is assigned a grade of zero.

Assignments and quizzes have a published due date which is Saturday night of a given week. In recognition that life happens, all assignments and quizzes and discussions have a grace period of 48-hours which extends the cut-off to Monday night. Items submitted during the grace period are accepted for full-credit. However, after the grace period, no additional work will be accepted for grading.

As one final bit of grace, the instructor believes adult students intend to complete every assignment by the published due date. To give some flexibility for those times when assignments are missed due to the inevitable internet outage, sick child, or unexpected work overtime, the lowest quiz grade, the lowest discussion grade, and the lowest assignment grade (the equivalent of one week's work) is dropped. The course software automatically looks for the lowest item in each of the quiz, discussion, and assignment categories and drops that grade before the course grade is calculated.

Since exams are available on the first day of the course and the cut-off dates for the exam is shown in the course schedule and NS Online calendar, any exam not taken by the due date is assigned a grade of zero.

Attendance Policy

Students are expected to attend all scheduled classes and laboratories. Absences in a course may affect a student's final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student's final grade.

In online courses, attendance is signaled by logging onto the NS Online shell, participating as prompted (e.g., responding to an instructor's email, posting to a discussion board) and/or completing and

submitting assignments. Campus closures do not affect attendance and assignment completion in online courses.

In this course attendance equates participation. A student earning a course average of F may receive an FA if attendance is not shown by the completion of 100% of course assignments/quizzes (due in a week) after the withdraw date. **Simply taking the final exam does not show attendance after the withdraw date.**

Grading Scale:

Letter Grade	Percentage Range
A	90- 100%
B	80 – 89%
C	70 – 79%
D	65 – 69%
F	Less than 65%

FA

According to NSCC policy, an FA is awarded to students who do not officially withdraw from a course and do not attend after the cut-off date provided in the academic calendar. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the “Last Day to Earn F for Attendance (FA).”

Students who stop attending on or before this date receive an FA; students who stop attending after this date receive an F.

For online courses, attendance is defined by submission of assignments (100% of the assignments, quizzes, discussion questions required in a week). Students who fail a course and whose last assignment is submitted on or before the FA date will earn an FA for the course. Students who fail a course and whose last assignment is submitted after the FA date will earn an F for the course. An FN is assigned to students who do not submit any assignments.

Simply taking the final exam does not signify attendance/participation as defined in the FA policy. A week’s worth of work must be submitted after the withdraw date to show attendance.

FN

An FN is awarded to students who never attended class.

Technology Statement

Nashville State's classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells. Computers are available for student use at each campus during campus open hours.

D2L/NS Online and myNSCC

It is students’ responsibility to check D2L/NS Online course shells for all enrolled courses and myNSCC, including student email, on a regular basis. These are the official communication channels between the college and students, who are responsible for the information communicated through those channels.

D2L/NS Online contains specific course information and myNSCC contains information important for other purposes.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act (ADA). If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nsc.edu. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center.

Classroom Misconduct

Nashville State Community College has a zero-tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary measures. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus. In this online course disruptive conduct includes inconsiderate or disrespectful language (spoken or written) to another class member. Email and discussion forums are considered the class room.

Academic Misconduct

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. In addition to other possible disciplinary measures that may be applied through regular college procedures as a result of academic dishonesty, the instructor has the authority to assign an "F" or a "zero" for the exercise, paper, or examination, or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

Academic Early Alert System

Nashville State Community College uses an Early Alert System to let students know of a faculty member's concern in one or more of these academic areas: lack of attendance, lack of classroom participation, late or missing assignments, and/or poor performance on assignments/tests. *Please note that Early Alerts do not affect a student's academic standing. If you receive an Early Alert email, please see your instructor and your academic advisor as soon as possible.

RAVE Emergency Alert System

Emergency events can happen at any time and Nashville State Community College wants to be able to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://www.getrave.com/login/nsc> to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email address. If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you. Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Inclement Weather & Campus Closings

Nashville State will use the RAVE alert system to send a text message to students, staff, and faculty about adjusted hours of operation and/or closings at individual campuses. All students should check the

Nashville State web site home page at www.nsc.edu for announcements on campus closures, which may vary from campus to campus. Campus closures will also be announced on local television stations. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Even when campuses are closed, students are still responsible for completing all assigned work. When classes are cancelled, faculty will post online assignments and any additional instructions in the D2L/NS Online course shell. Check D2L/NS Online for a message from your instructor regarding your online assignment requirements. Faculty have discretion over adjusting deadlines or due date for assignments, but students are responsible for completing all assigned work by the due date established by the instructor.

Class Cancellation Policy

If the class is cancelled, the instructor will notify all students by posting in the D2L/NS Online course, e-mailing through D2L/NS Online, and/or by posting a sign on the classroom door. In the event of class cancellation, students must access D2L/NS Online to complete classwork and the assignment that will be posted in the course D2L site.