

**Nashville State Community College  
Business &, Applied Arts Division  
Office Administration**

**Master Course Syllabus**

**This master course syllabus is meant simply as a guide and overview of the course. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.**

**OAD 2840 Office Procedures**

3 Credits

3 Class Hours

A course designed to prepare students to meet the challenges and opportunities presented by today's evolving offices. Students complete projects that require critical thinking, teamwork, and interpersonal and leadership skills while applying appropriate procedures to manage the administrative functions of an office. **Prerequisite(s):** OAD 1117

Semester Availability: Fall

Not part of a Tennessee Transfer Pathway

**Instructor Information:**

Name:

Email:

Office Phone:

Office Location:

Office Hours:

**Textbook and Other Materials:**

Texts:

- Office Procedures for the 21st Century. By Sharon Burton and Nelda Shelton, 8th Edition, 2010, ISBN: 978-0-13-506389-7 Pearson/Prentice Hall
- How to Win Friends and Influence People. By Dale Carnegie, 1981 edition, ISBN: 0671027034, Simon and Schuster. (Note: Any edition will work. The study guide was taken from this particular ISBN and you may find it easier to work through the study guide with this particular version.)

Supplies:

- Internet access and personal computer.
- Office 2013 software with Word 2013 and PowerPoint 2013. Adobe Acrobat reader.

## Course Outcomes:

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

- Use administrative support and office procedure skills when given assignments similar to those found in an office/work environment.
- Apply computer skills when given assignments similar to those found in an office/work environment.
- Identify and use interpersonal and communication skills effectively in work place relationships.
- Employ knowledge of the job procurement process to find a job.

## 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 patients.
- Describe the basic requirements of HIPPA.
- List some duties of office professionals in a medical office.
- 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:

| Module           | Topic   |
|------------------|---|
| <b>Lesson 1</b>  | Understanding the Changing and Challenging Office |
| <b>Lesson 2</b>  | Developing Professional Skills                    |
| <b>Lesson 3</b>  | Preparing for Employment                          |
| <b>Lesson 4</b>  | Time Management                                   |
| <b>Lesson 5</b>  | Telecommunications                                |
| <b>Lesson 6</b>  | Building Communication Skills                     |
| <b>Lesson 7</b>  | Processing Mail                                   |
| <b>Lesson 8</b>  | Records Management                                |
| <b>Lesson 9</b>  | Banking and Accounting Procedures                 |
| <b>Lesson 10</b> | Scheduling Appointments and Receiving Visitors    |
| <b>Lesson 11</b> | Making Travel Arrangements                        |
| <b>Lesson 12</b> | Planning Meetings and Conferences                 |
| <b>Lesson 13</b> | Working in a Medical Office                       |
| <b>Lesson 14</b> | Preparing to Meet the Challenges                  |

### Course Assessments:

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

**Exams:** There are three major exams: midterm, final exam, and one on the book study title *How to Win Friends and Influence People*. Students will take all tests at a NSCC approved test center without the use of notes or other materials. Each NSCC campus has a test center. Check the college website for details on each.

**Weekly/Chapter Assignments 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 may use the quizzes and assignments as a gauge of their readiness for the related exam.

**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 receive influence 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. Students use the study guide while taking the test on the book.

### Grading Policy

| Grading Category               | Percentage of CourseGrade |
|--------------------------------|---------------------------|
| Exams (Midterm, HTWAIP, Final) | 50%                       |
| Chapter Assignments            | 30%                       |
| Quizzes (taken in NS Online)   | 10%                       |
| Discussion Posts               | 10%                       |

## Grading Scale:

| Letter Grade Earned | Calculated Course Average |
|---------------------|---------------------------|
| A                   | 90 – 100 %                |
| B                   | 80 -- 89%                 |
| C                   | 70 -- 79%                 |
| D                   | 65 – 69%                  |
| F                   | Less than 65%             |

## Make-up procedures for missed assignments and work.

To protect the privacy, security, and integrity of students' work, no assignments are accepted via email. All assignments must be submitted to the appropriate assignment box within NS Online. This allows the grade to be attached to the submitted work within the grading system.

For further explanation, students should reference the syllabus of their particular section instructor.

## Attendance Policy

A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. 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.

Failure to attend class will result in a final course grade of "FA" or "FN" (see explanation below) depending on the individual instructor's course policy.

FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.

FN= failure, never attended class (unofficial withdrawal)

## Student Communication Channels

It is the student's responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

## ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Student Disabilities Office at 615.353.3721.

## **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 sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

## **Academic Dishonesty (Honor Code)**

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. "Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer's Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else's work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor's permission, allowing someone else to copy or use your work, using someone else's work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member's signature.

In addition to other possible disciplinary sanctions that may be imposed 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.

## **Inclement Weather Policy**

In the event of an inclement weather event, check the Nashville State web site home page at [www.nsc.edu](http://www.nsc.edu) for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.