Nashville State Community College
Business & Applied Arts Division
Administrative Professional Technology

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.

Course Title: ADMN 1308 Office Procedures
3 Credits
3 Class Hours

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

Instructor Information:
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Office Location: Clement Building Office Suite 232, Office C
Office Hours:

Textbook and Other Materials:
Textbook:


2. How to Win Friends and Influence People. By Dale Carnegie, 1981 edition, ISBN 0671027034, Simon and Schuster. (Note: Any edition is acceptable. The study guide which will be completed as part of the course is taken from this particular ISBN and it may be easier to work through the study guide with this particular version.

Reference Materials:
Supplies:

• An electronic file storage device and internet access
• Office 2016 (Word, Excel, Access, PowerPoint)
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:**

See the course schedule in the Course Content for specific topics and related chapters for this course.

**Course Assessments:**

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

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**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 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 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 HTWFAIP book.

**Grading Policy:**

<table>
<thead>
<tr>
<th>Grading Category</th>
<th>Percentage of Course Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exams (Midterm, HTWAIP, Final)</td>
<td>50%</td>
</tr>
<tr>
<td>Chapter Assignments</td>
<td>30%</td>
</tr>
<tr>
<td>Quizzes (taken in NS Online)</td>
<td>10%</td>
</tr>
<tr>
<td>Discussion Posts</td>
<td>10%</td>
</tr>
</tbody>
</table>

**Grading Scale:**

A = 90 - 100
B = 80 - 89
C = 70 – 79
D = 65 – 69
F = 64 and lower
FA (see below)
FN (see below)

Per TBR policy, a student who does not officially drop or withdraw from a course, but receives a failing grade, will receive an “FA” if the last day of attendance was earlier than two-thirds into the part-of-term. That date equates to the last day to withdraw from the course. See the instructor’s attendance policy.

An FN is awarded to students who never attended class.

Make-up Procedures for Missed Assignments and Work:

A schedule of due dates is given students on the first day of class. Any assignment or exam not completed by the published due date is assigned a grade of zero.

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. In a web course, attendance is shown by submission of each week’s assignments. All items must be submitted to show attendance.

Academic Early Warning System
Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student’s academic standing.

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.

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 Desire2Learn (D2L) course shells. Computers are available for student use at each campus during campus open hours.
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 Access Center at 615.353.3741 or 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.
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://getrave.com/login/nscc 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 Policy
In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.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.