Nashville State Community College
Business Management and Hospitality
Administrative Professional Technology

Master Course Syllabus

ADMN 1308 – OFFICE PROCEDURES

The purpose of the syllabus is to inform you how this course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the course term, you will be notified.

Course information:

School of Business and Professional Studies
Administrative Professional Technology
Office Procedures
ADMN 1308
Taught in fall semester as a 7-week term

Course Description:

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

Semester Availability: Fall
Not part of a Tennessee Transfer Pathway

Instructor Information:

Name: Karen Kendrick
Email: Karen.Kendrick@nscc.edu
Office Phone:
Office Location:
Office Hours:
Instructor Zoom Room link:

Course Delivery Method

Online: Course is fully online (asynchronous) and has no scheduled on-campus meeting requirements.

Required Textbook(s) & Other Materials:

Once enrolled, all students should verify that they have the correct textbook and materials information by consulting the D2L/NS Online shell for the course.

Textbook(s):
- The Office, Procedures and Technology, 7th Edition, Oliverio, Pasewark, White, 2019.
- How to Win Friends and Influence People, Dale Carnegie, Simon & Schuster, Inc. 1936.

ISBN:
- 9781337281362
- 9780671027032

Reference Materials:

A current dictionary to use as you write discussion posts and complete assignments.

The online NSCC library will be used to write a final reflection which is part of the final exam.

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the bookstore's website (https://www.bkstr.com/nsccstore/shop/textbooks-and-course-materials) using your A# or by entering your course information. If you are registered with the Access Center and need an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3363 or accesscenter@nscc.edu.

Supplies:
1. A computer with camera and microphone running Office 365 with Word and Excel installed. The camera and microphone are required to take the proctored midterm and final exam. If your computer is not equipped with camera and microphone, those exams can be taken in the NSCC test center.
2. A fast and reliable internet connection.
3. Access to a printer. Several times in the course there are materials which might be easier to use as a print copy. All NSCC students have access to a set amount of free printing. Consider going by a campus and using your free printing allowance to print the pages (about 100) that are suggested prints.

Digital Course Materials: These ensure you pay less for your course materials and have easy access through D2L throughout the term. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit www.nscc.edu/dcm.

Honors Option: Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

Course Outcomes: At the end of the term, this is what you should know and/or be able to do:

To successfully complete this course, the student is expected 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, or specific skills or knowledge, intended to help you achieve the course outcomes:

1. Use positive relationship skills when responding to questions related to workplace interpersonal dilemmas and challenges.
2. Identify key characteristics of effective administrative professionals.
3. Edit and refine a resume.
4. Participate in a mock interview through the NSCC Career Center.
5. Research changes in the professional workplace such as those associated with Covid, recession, or other economic changes.
6. Use the mail merge function of Word to create letters, envelopes and labels.
7. Format memos based on a standard format.
8. Format letters based on a standard format.
9. Create an Organizational Chart.
10. Apply a set of filing rules to organize files with alphabetic names in alphabetical order.
11. Apply a set of filing rules to organize files identified with a number in numerical order.
12. Produce minutes from notes taken during a meeting.
13. Research and prepare a trip itinerary including flight and hotel arrangements.
14. Apply procedures to reconcile a petty cash fund and submit a monthly report.
15. Prepare a basic timesheet that calculates the salary and withholding for office employees.
16. Identify appropriate shipping and mail procedures for different classes of packages and messages.
17. Identify five categories of organizations and describe each.
18. Describe the purpose and uses of an Organizational Mission state, Ethics Statement, and Policy Handbook.
19. Demonstrate effective workday time and project-management skills
20. Apply appropriate professional ethics when presented with ethical dilemmas of the workplace.
21. Describe appropriate phone usage in the office.

Topics to Be Covered:

This class emphasizes those skills needed by the modern office admin. Included among the topics to be studies are: written communications, interpersonal relationships, filing, financial processes common to offices, professionalism, and the search for employment.

Course Assessments: We will use the following assessments to demonstrate your understanding, knowledge, and skills:

Each assignment in the course will count towards a calculated weight distribution.

- Chapter Quizzes and HTWFAIP are averaged and become 20% of the course grade
- Discussions (total of 8) are averaged and become 15% of the course grade
- Assignments (one per week) are averaged and become 25% of the course grade
- Exams are averaged and become 40% of the course grade

The midterm and final exam are proctored using the online proctoring service *Respondus Monitor*.

Grading Policy:

Work submitted by the due date is graded within one-week of the due date. This is to give you feedback on your progress in meeting course objectives.

This class uses rubrics for the grading of discussion posts and assignments. A rubric is a scoring guide for assignments that details criteria for earning points. The rubric is attached to the discussion forum and/or the assignment boxes. Students are encouraged to look at the rubric and assess their progress and make changes as is helpful to meeting the requirements of the rubric.

Grading Scale:

Letter Grade	Percentage Range
A	90 - 100
B	80 -- 89
C	70 -- 79
D	65 - 69
F	64 and below

FA

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. 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)." If you stop attending your course after this date, you will receive an F.

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. An FN is awarded to students who never attended class.

For online courses, attendance is defined by submission of assignments. 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.

To determine whether the student attended after the withdraw date, the instructor looks to see that one complete week of work was submitted after the withdraw date. Simply taking the final exam does not prevent an FA.

FN

An FN is awarded if you have never attended your course or done any of the work in an online course.

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

Because the 7-week term moves fast, it helps students to stay current. If work is missed, simply move forward. A certain number of items in each assignment category are dropped before the course grade is calculated and provides some cushion in the case of unexpected illness, required overtime, or the inevitable computer glitch.

Attendance Policy

In this online course, submission of assignments, quizzes, and discussions shows attendance.

Instructor's Policy

The attendance policy for this course is:
- *A course schedule of due dates is published and available on the first day of class.*
- *Students should consult the schedule of due dates and submit work before the deadline.*
- *Because the semester moves fast, if quizzes or assignments are missed, it is most helpful to the student to simply move on.*
- *A certain number of grades in each grade category are dropped to cover work which is missing due to an unexpected illness, required overtime, or computer snafus.*

For financial aid purposes, **attendance** is measured by participation in the course. Instructors can determine your level of participation in several ways. Some of those ways are:
- continued attendance
- participation in on-ground or virtual class sessions
- participating in D2L as prompted
- responding to an instructor's email
- posting to a discussion board
- completing and submitting assignments

Technology Statement

- All classes at the College are web enhanced. "Web enhanced" means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on "mute" until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on the access to internet and technology website.

Computer Labs

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is your responsibility to check your email in **both** D2L/NS Online course shells and your @my.nscc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nscc.edu emails contain important information from college offices, such as Financial Aid.

ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage

you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615-353-3363, or e-mail accesscenter@nscc.edu.

Classroom Misconduct

Disruptive conduct is not allowed in the classroom. Disruptive conduct is any behavior that prevents students from learning and interferes with the ability of the instructor to teach. This may change from course to course; therefore, your individual instructors will give you guidance on what qualifies as "disruptive conduct" in their courses. 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.

Academic Misconduct

You have started this academic journey to prepare for a future career. Because of this, it is important that you learn the materials being presented in your courses. For this reason, cheating, in any form, robs you of your opportunity to learn and master the material that will enable you to succeed in that future career. Nashville State has a clear Academic Misconduct Policy that you are expected to follow. In addition, your instructors will clarify what Academic Misconduct looks like and the consequences for violations in each course that you take. The instructor has the authority to assign an "F" or a "zero" for such violations or for the term grade.

Students are expected to turn in work that they created without copying or borrowing from other sources. Some assignments have Turn-It-In similarity checker enabled. Submissions with a similarity score greater than 10% may have points deducted from the graded score.

Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nscc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses through the RAVE app (https://www.getrave.com/login/nscc). The instructions for this are listed below.

- 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.

Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- Free tutoring can assist you beyond the classroom to help you make the most of your college education.
- These resources include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- Services that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

Equity Statement

Nashville State Community College strives to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We understand and practice ideals of equity and inclusion for our students by embracing a full spectrum of experiences, viewpoints, and intellectual approaches in order to overcome barriers to success.

Inclement Weather & Campus Closings
You get notices about campus closings in these places: text messages from RAVE and the Nashville State website.
Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Class Cancellation Policy

Our instructors post messages about cancelling classes in the D2L/NS Online course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.