

Administrative Systems

POFT 2331



Credit: 3 semester credit hours (3 hours lecture)

Prerequisite/Co-requisite: POFT 1301, POFT 1329, & POFI 2301

Course Description

Advanced concepts of project management and office procedures integrating software applications. Emphasizes responsibilities of the secretary, decision-making competencies, and human relation skills. This is a capstone course for the Associate of Applied Science in Office Technology Administration. **A grade of "C" or better must be earned in this course for credit toward degree requirements.* Course level: **Advanced**

PURPOSE: The purpose of this course is to give a perspective on the role of the administrative assistant in the office. It helps the students to understand the functions that make up an office support or information processing system and acquaints them with today's business terminology.

Course Objectives

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

1. Identify and select the best procedures for office administration.
2. Select materials and equipment necessary in an office.
3. Manage business projects using technology in diverse office tasks.
4. Use critical thinking in the solution of problems in common office situations.
5. Independently determine employers' expectations and needs.
6. Demonstrate ethical principles in the solution of conflicts in the workplace.
7. Demonstrate qualities and positive personality traits that allow students to develop effectively in their profession.
8. Identify and describe sources of job information and develop job interview skills.

Required Textbook and Materials

- **MindTap: The Administrative Professional—Technology & Procedures**, Rankin, & Shumack, 15th edition, 2017. ISBN: 978-1-305-58120-3
- Binder for syllabus, handouts, PowerPoint printouts, and other materials (or a two-pocket folder and a notebook)

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Course Syllabi

- Flash drive (USB)
- Memo/steno pad
- Calendar/planner
- Yellow highlighter
- Small stapler, staples, and clips
- Pens and pencils #2

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. You may also visit the online resource at <http://www.lit.edu/depts/stuserv/special/defaults.aspx>

Student Code of Conduct Statement

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be accessed at www.lit.edu or obtained in print upon request at the Student Services Office. Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

Course Outline

- A. The Workplace and You
 - 1. Entering the Workforce
 - 2. Becoming a Professional
 - 3. Managing and Organizing Yourself
- B. The Workplace Environment
 - 1. Working Ethically
 - 2. Understanding the Workplace Team
 - 3. Developing Customer Focus
- C. Communication—The Key to Success
 - 1. Improving Communication Skills
- 2. Communicating with Technology
- 3. Developing Presentation Skills
- 4. Handling Telecommunications
- 5. Planning Meetings and Events
- D. Records Management and Travel
 - 1. Handling Mail and Retaining Records
 - 2. Coordinating Business Travel
- E. Career Success
 - 1. Seeking Employment
 - 2. Leading with Confidence

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. Unit Tests and a final exam (No make-ups) | 50% |
| 2. Employment Portfolio (final project) (resume, cover letter, follow-up letter, references, interview reaction/summary) | 15% |
| 3. Chapter quizzes, assignments, surveys, analysis, videos, bulletin board, reaction/summaries, class participation, etc. | 15% |
| 4. Special projects (i.e. Job Fair, mock interview, electronic calendar, job-related projects, and readings) | 20% |

**Homework: It is due as requested. Ten points will be deducted for each day that homework is late, with a cut-off date of two days past the due date. (No credit will be given on the assignment after the cut-off date).*

Required Activities

1. Regular attendance is essential to pass this class.
2. The students must be able to read, listen, key, and write proficiently.
3. Purchase required website access code for the course the first day of class
4. Turn in work on time. Late submissions are not accepted.
5. Prepare electronic presentations.
6. Do chapter activities and mini-projects. Some will be completed within a day, a week, or months. The course is demanding in the level and quality of the activities; it tries to simulate the work of an executive assistant.
7. Use **BLACKBOARD®** to get information, do file submission, and/or to take quizzes/tests.
8. Use email to stay informed and communicate with instructor.
9. **Attendance Policy:** Two absences are allowed. If a student is tardy for class or departs early three (3) times, it will be equal to one (1) absence. Each absence beyond two absences will result in a 1-point deduction from your final grade for each extra absence.
10. Prepare a professional portfolio and attend mock interview
 - a. Open position (published)
 - b. Cover letter
 - c. Resume
 - d. Thank you letter
 - e. Employment references list
 - f. Documents practiced in your classes
 - g. Interview

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11. Keep an online calendar
12. Prepare a job ads project
13. Read and discuss case studies, videos, and journal/magazine articles
14. Apply effective oral communication techniques.
15. **Attend the LIT Job Fair, Wednesday, March 23, 9:00 a.m. - 3:00 p.m.** (Attendance is compulsory. You cannot be absent from any class.)
16. Attend resume/interview seminar
17. Others, as requested by instructor.

Course Schedule

Date	Topic	Pages/Homework
Jan. 14	Course introduction, syllabus, and policies. Buy book and materials.	Start your resume Read pp. i-xxiii
19	The Workplace and You Chapter 1: <i>Entering the Workforce</i>	Read pp. 2-18. Start online calendar and job ads collection. Tally the results as you go.
21	Chapter 1	Do Chapter assignments. Turn in your updated resume for feedback.
26	Chapter 2: <i>Becoming a Professional</i>	Read pp. 19-33
28-Feb. 2	Chapter 2	Do Chapter assignments. Revise resume
4	Chapter 3: <i>Managing and Organizing Yourself</i>	Read pp. 34-49. Turn in revised resume. Prepare employment references list.
9	Chapter 3 Add the Job Fair to your calendar.	Do Chapter assignments. Find out what you need to do for the Job Fair (outfit, documents, etc.)
11	EXAM UNIT #1 (Chapters 1, 2, and 3) Find a published job to apply. Prepare cover letter for resume to apply for this position.	
16	The Workplace Environment Chapter 4: <i>Working Ethically</i>	Read pp. 50-65 Key a cover letter.
18	Chapter 4	Do Chapter assignments.
23	Chapter 5: <i>Understanding the Workplace Team</i>	Read pp. 66-79. Key a thank you letter.
25	Chapter 5	Do Chapter assignments.
March 1	Chapter 6: <i>Developing Customer Focus</i>	Read pp. 80-93. Do Chapter assignments.
3	Communication—The Key to Success Chapter 7: Improving Communication Skills	Read pp. 94-115
8	Chapter 8: <i>Developing Presentation Skills</i>	Read pp. 116-132
10	EXAM UNIT #2 (Chapters 4, 5, and 6)	
14-18	Spring Break (no classes; campus open)	
22	Chapter 8	Do Chapter assignments.

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24	Chapter 9: <i>Handling Telecommunications</i>	Read pp. 133-148
29	Chapter 9	Do Chapter assignments.
	JOB FAIR (9:00-3:00, MPC) (Compulsory . You cannot be absent from any class.)	Write a reaction paper about the Job Fair experience with evidence of your visits. Turn in on March __.
31	Chapter 10: <i>Planning Meetings and Events</i>	Read pp. 149-171
Apr. 5	Chapter 10	Do Chapter assignments. Jobs assignment will be collected in April 14. (including graphs of the results)
7	No class (Teachers and Staff professional development activity (campus closed))	
EXAM UNIT #3 (Chapters 7, 8, 9, and 10)		
<i>April 1: Last day for students to drop or withdraw with academic penalty.</i>		
12	Chapter 12: <i>Managing Electronic Records and Mail</i> EXAM UNIT #3 (Chapters 8, 9, and 10)	Read pp. 198-214
14	Chapter 13: <i>Coordinating Business Travel</i>	Read pp. 215-232
19	Chapter 13	Do Chapter assignments.
21	Chapter 15: <i>Seeking Employment</i>	Read pp. 248-271
26	Chapter 15	Do Chapter assignments.
Students will have mock interviews . Prepare a reaction paper of the interview to be turned in with project. Prepare and send/turn in a thank you letter for interviewer.		
28	Chapter 16: <i>Leading with Confidence</i>	Read pp. 272-288 Turn in online calendar in the portfolio. Turn in portfolio, including the interview reaction paper.
May 3	Chapter 16	
5	Catch up day	
10	Study Unit #4 chapters for final test. **Final Exam** (Unit #4: Chapters 12, 13, 15, and 16) Tuesday, May 10 11:30 a.m. – 1:00 p.m. in TC 204	

Links

Book's website: (Chapter outlines, data files, flashcards, glossary, tutorial quizzes, and web links)
<http://www.cengagebrain.com/shop/isbn/978-1-305-58120-3>

Association - International Association of Administrative Professionals. Yearly Membership Dues: \$51 U.S. You qualify for this membership if you are a student in business education. Individuals can be student members for a maximum of four years. After that time, the membership is transferred to a professional member status.

- Membership: <http://www.iaap-hq.org/?page=JoinIAAP>
- Certification Page
 - <http://www.iaap-hq.org/?page=WhatisCertification>
- Magazine – OfficePro Issues: <https://iaap.site-ym.com/store/ListProducts.aspx?catid=476390>

Articles

- U.S. Bureau of Labor Statistics Secretaries and Administrative Assistants
 - <http://www.bls.gov/ooh/office-and-administrative-support/print/secretaries-and-administrative-assistants.htm>
- 10 Outstanding Ways To Stand Out In A Job Search
 - <http://www.forbes.com/sites/williamarruda/2015/11/11/10-outstanding-ways-to-stand-out-in-a-job-search/>
- Continued Optimism for U.S. with Hiring Expectations Remaining Stable at the Start of 2016, According to the Manpower Employment Outlook Survey
 - http://press.manpower.com/press/2015/meos_us_q1_2016/
- 10 Ways to Manage Stress at the Office
 - <http://www.jobacle.com/blog/10-ways-to-manage-stress-at-the-office.html>
- 10 Time Management Tips That Work
 - <http://www.entrepreneur.com/article/219553>

Ideas/Hints Websites

- The Partnership for 21st Century Skills
 - <http://www.p21.org>
- Professional E-Mail Needs Attention
 - <http://www.csun.edu/~vcecn006/email.html>
- Skills and Competencies Needed to Succeed in Today's Workplace
 - <http://www.finchpark.com/courses/assess/articles/skills.htm>
- Lamar Institute of Technology Academic Calendar
 - <http://www.lit.edu/PDFView.aspx?PDF=8c>
- Before Administrative Assistants, There Were Secretaries (audio)
 - <http://www.npr.org/player/v2/mediaPlayer.html?action=1&t=1&islist=false&id=150286295&m=150286286>
- **Book:** *Swimming in the Steno Pool: A Retro Guide to Making It in the Office*, Lynn Peril
→ <http://www.amazon.com>

Contact Information:

Days/Time: R 11:00 a.m. - 12:20 p.m.
Room: TC 204
Instructor: Lizzette M. Rivera*
Office: 228 – TC Bldg.
Telephone No.: 839-2082
Office Hours: M-W 12:45-3:15 p.m.
Th 12:45-4:00 p.m.
F 10:00 a.m.-noon