

COURSE TITLE AND NUMBER: OAS 241 Administrative Procedures I

North Central Michigan College

NCMC MASTER COURSE SYLLABUS

Last Revised Date: 1/10/07

DIVISION/AREA: Business and Technology

DEPARTMENT:

DIVISION DIRECTOR: Robert J. Marsh, Ph.D., P.E.

ORIGINATOR:

DEAN OF INSTRUCTION: Timothy Dykstra, Ph.D.

TOTAL HOURS OF INSTRUCTION: 3 LECTURE: 3 LAB: 0 TOTAL CONTACT HOURS: 52.8

COURSE NUMBER: OAS 241

CREDIT HOURS: 3

COURSE TITLE: Administrative Procedures

TRANSFERABLE YES: NO: X TO:

PREREQUISITE(S)/COREQUISITE(S)/ADVISORY: OAS 121 with 2.0 minimum grade

CATALOG DESCRIPTION:

A comprehensive study of the duties of administrative assistants, with special emphasis on human relations, organization, job task analysis and communications. Current topics such as business etiquette, prioritizing, ethics, software and equipment choice and team building will be discussed. Handling schedules, planning meetings, making travel arrangements, utilizing communication services and the Internet and multi-tasking are also explored.

GENERAL EDUCATION OUTCOMES:

- Think critically and analytically
- Write and speak effectively
- Select and use mathematical tools for problem solving and decision making

COURSE OBJECTIVES & OUTCOMES:

- Development of ability to organize and analyze projects into component parts.
- Development of ability to complete projects in work groups.
- Development of an appreciation for the viewpoints of others.
- Development of an ability to give and receive constructive criticism.
- Integration of previous learnings in OAS skills.
- Development of written and oral communication skills.
- Development of an ability to determine priorities.
- Development of an ability to assemble projects of professional-quality
- Development of an understanding of basic business etiquette.
- Development of an understanding of the qualities that make up professionalism.

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- Development of the ability to research information.

METHODS OF INSTRUCTION: Lecture, hands on computer assignments, lab time

METHODS OF EVALUATION:

Individual Assignments, Tests	40%
Chapts, Eng. Challenge, Proofreading, Other	
Group Assignments	50%
2 Interviews/documentation, Chapter Presentation	
Participation/Attendance	10%
Attend, Field Trip, Extra	

REQUIRED TEXTS:

Office Technology and Procedures, 12th Edition, Patsy Fulton-Calkins
THE GREGG REFERENCE MANUAL, William A. Sabin
Proofreading at the Computer, Norstrom and Cole, South-Western

Two 3 1/2 " high density disks, 2 plain folders, envelopes.

OPTIONAL SUPPLEMENTARY MATERIALS:

Reasonable accommodations may be provided for students with documented physical, sensory, cognitive, systemic, and/or psychiatric disabilities. Please contact the Learning Support Services (LSS) at (231) 348-6682 to arrange services for this course.

TIME ALLOWANCE AND SEQUENCE OF INSTRUCTION:

Week	Topic
1	Introduction to the course General office procedures; goals of the course
2	Posture and ergonomics
3	Phone etiquette
4	Office research resources
5	Written communication workshop
6	Written communication workshop (continued)
7	Essentials of effective office related web page design (guest lecture)
8	Exam I
9	Field trip (to be determined)
10	Use of productivity tools Outlook, Groupwise demo
11	Office ethics

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12	Internet resources
13	Mail coordination
14	Project and event planning
15	Final presentation
16	Final Exam

APPROVED FOR ADOPTION BY THE CRD/AP COMMITTEE ON : **01.17.07**