



**COWLEY COLLEGE
& Area Vocational Technical School**

COURSE PROCEDURE FOR

**OFFICE PROCEDURES
OFT1645 3 Credit Hours**

Student Level:

This course is open to students on the college level in either the freshman or the sophomore year.

Catalog Description:

OFT1645 - OFFICE PROCEDURES (3 hrs)

Designed for an intensive course in clerical and administrative office assistant procedures. Stress is placed on human relations, personality development, and improvement of work habits and procedures. Practical office problems include processing mail, handling telecommunications, filing, planning travel, arranging meetings and conferences, preparing reports, and handling financial and legal responsibilities.

Prerequisites:

This course is designed specifically for students who are in their last semester of the Office Careers, Accounting Clerk, or Administrative Office Management program, or for students who have previous office experience. Prerequisite: Word processing ability

Controlling Purpose:

Office Procedures is designed as an intensive course in clerical procedures. Emphasis is placed upon both the responsibilities and the opportunities of the administrative office assistant position. The importance of efficiency in using time, organizing the work area, and handling and processing materials is stressed. Good work habits and the concept of the cooperative spirit needed between the administrative office assistant and the coworkers are stressed throughout the course.

Learner Outcomes:

Competencies will be developed in time management, teamwork, handling and processing of materials, word processing, communications, organizational skills, and usage of office technology equipment.

Units Outcomes and Criterion Based Evaluation Key for Core Content:

The following defines the minimum core content not including the final examination period. Instructors may add other content as time allows.

Evaluation Key:

- A = All major and minor goals have been achieved and the achievement level is considerably above the minimum required for doing more advanced work in the same field.
- B = All major goals have been achieved, but the student has failed to achieve some of the less important goals. However, the student has progressed to the point where the goals of work at the next level can be easily achieved.

- C = All major goals have been achieved, but many of the minor goals have not been achieved. In this grade range, the minimum level of proficiency represents a person who has achieved the major goals to the minimum amount of preparation necessary for taking more advanced work in the same field, but without any major handicap of inadequacy in his background.
- D = A few of the major goals have been achieved, but the student's achievement is so limited that he is not well prepared to work at a more advanced level in the same field.
- F = Failing, will be computed in GPA and hours attempted.
- N = No instruction or training in this area.

Administrative Assistant Career						
Outcomes: The student will analyze the administrative assistant position.						
A	B	C	D	F	N	Specific Competencies
						Demonstrate the ability to:
						Identify the personal qualities needed for success in the administrative assistant profession
						Research various office technology concepts
						Apply knowledge from previously taken courses to the administrative assistant field
						Research organizations and prepare a letter of application and a resume, and develop job interview skills
						Develop skills for job advancement and job changes
						Explain the difference between leadership and management and describe major leadership and management theories
						Describe and begin developing skills and strategies for successfully leading people

Clerical Skills Proficiency

Outcomes: The student will increase proficiency in clerical skills.

A	B	C	D	F	N	Specific Competencies
						Demonstrate the ability to:
						Manage and organize yourself, your work area, and your workload
						Understand basic ethical terms and concepts and identify ethical workplace behaviors
						Describe benefits of teams and identify common types of workplace teams
						Describe qualities and skills for being an effective team member, supporter, or leader
						Define customer focus and explain the differences between external and internal customers
						Develop skills for providing effective customer service and describe how to handle difficult customer service situations
						Identify communication barriers and ways to overcome them
						Prepare effective written communications
						Describe factors related to effective verbal communication
						Describe types of listening and ways to improve listening skills
						Discuss questions and case problems dealing with human relations in business
						Develop presentation skills
						Explain the value of and describe types of telecommunications
						Describe equipment and effective techniques for telephone communication
						Identify security threats and solutions for protecting computer data
						Identify types of business meetings and appropriate formats for various situations
						Complete duties for an administrative assistant that are related to meetings
						Manage both physical and electronic records and describe types of records storage systems
						Handle both incoming and outgoing mail
						Plan domestic and international travel arrangements
						Understand financial responsibilities, including financial statements, employee benefits, employee payroll deductions, and various financial forms

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DISCLAIMER: THIS INFORMATION IS SUBJECT TO CHANGE. FOR THE OFFICIAL COURSE PROCEDURE CONTACT ACADEMIC AFFAIRS.

Projects Required:

Projects may vary according to the individual instructor.

Textbook:

Contact Bookstore for current textbook.

Materials/Equipment Required:

Microcomputers and printers

Attendance Policy:

Students should adhere to the attendance policy outlined by the instructor in the course syllabus.

Grading Policy:

The grading policy will be outlined by the instructor in the course syllabus.

Maximum class size:

Based on classroom occupancy

Course Time Frame:

The U.S. Department of Education, Higher Learning Commission and the Kansas Board of Regents define credit hour and have specific regulations that the college must follow when developing, teaching and assessing the educational aspects of the college. A credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally-established equivalency that reasonably approximates not less than one hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work for approximately fifteen weeks for one semester hour of credit or an equivalent amount of work over a different amount of time. The number of semester hours of credit allowed for each distance education or blended hybrid courses shall be assigned by the college based on the amount of time needed to achieve the same course outcomes in a purely face-to-face format.

Refer to the following policies:

[402.00 Academic Code of Conduct](#)

[263.00 Student Appeal of Course Grades](#)

[403.00 Student Code of Conduct](#)

Disability Services Program:

Cowley College, in recognition of state and federal laws, will accommodate a student with a documented disability. If a student has a disability which may impact work in this class which requires accommodations, contact the Disability Services Coordinator.