

Administrative Office Management

Course Outcome Summary

Course Information

Organization	Madison Area Technical College
Developers	Ann Zettle
Development Date	1/4/2000
Revised Date	7/29/2004
Course Number	10-106-172
Instructional Level	Associate Degree
Potential Hours of Instruction	36
Total Credits	2

Description

Emphasizes technology and procedures for office management. Includes practical experience in information processing, telecommunications, written communications, records management, presentations, teamwork, ethics, stress and time management, customer service, travel arrangements and meeting planning.

Target Population

Administrative Office Procedures is a course for all business people and students who are planning a business career. This course is required for students in Business Mid-Management program.

Types of Instruction

Instruction Type	Contact Hours	Credits
Classroom Presentation	36	2

Textbooks

Patsy Fulton-Calkins. *Technology & Procedures*. South-Western Publishing. 2003. **Edition:** 12th.

Exit Learning Outcomes

Core Abilities

- A. Critical thinking

Competencies

- A. Explore the role and responsibilities of the office professional

Linked Core Abilities

Critical thinking

Competence will be demonstrated:

A.1. by interviewing an office professional

A.2. by completing a report regarding the interview

Criteria - Performance will be satisfactory when:

- A.1. you explore the changing office environment
- A.2. you prepare or review a prepared list of questions prior to the interview
- A.3. you ask the prepared questions of the office professional
- A.4. you determine the skills and qualities necessary for the office professional
- A.5. report includes the office professional's education level
- A.6. report includes the office professional's skills
- A.7. report includes the office professional's responsibilities
- A.8. report includes the office professional's typical day
- A.9. report includes the office professional's future goals and plans to attain them

B. Analyze ethical behavior in the work environment

Linked Core Abilities

Critical thinking

Competence will be demonstrated:

- B.1. by discussing case studies regarding ethical dilemmas in office situations

Criteria - Performance will be satisfactory when:

- B.1. discussion includes the identification of the characteristics of an ethical organization
- B.2. discussion includes a description of the traits of an ethical employee
- B.3. discussion includes a determination of the appropriate action in various office situations

C. Deliver an oral presentation

Linked Core Abilities

Critical thinking

Competence will be demonstrated:

- C.1. by submitting an electronic presentation
- C.2. by giving a team electronic presentation

Criteria - Performance will be satisfactory when:

- C.1. presentation includes a variety of text, graphics, clip art, and sounds
- C.2. presentation has a professional look with an overall graphic theme
- C.3. presentation slides are visually neat and incorporate a variety of layouts
- C.4. slide uses text, graphics, sounds and transitions that compliment the information being shared
- C.5. presentation fonts and transitions are consistent from slide to slide
- C.6. presentation sounds (if present) add to the overall show; not detract from it
- C.7. graphics and clip art are visually appealing; not overdone
- C.8. presentation includes a clear introduction
- C.9. presentation includes a clear body
- C.10. presentation includes a clear conclusion
- C.11. the amount of information presented is sufficient for the topic
- C.12. information is well-researched
- C.13. information is well-organized
- C.14. information is directly related to the topic
- C.15. information is relevant and interesting
- C.16. you maintain eye contact with the group
- C.17. you deliver information clearly

- C.18. you use the slides as presentation guides and add to them verbally as necessary
- C.19. you optionally provide slide handouts
- C.20. group member stays on task
- C.21. group member performs the individual duties assigned by the group
- C.22. group member shares ideas and information
- C.23. group member listens to other group members
- C.24. group member shows respect for of other's ideas and opinions of others
- C.25. group member helps the group reach consensus

D. Plan a meeting

Linked Core Abilities

Critical thinking

Competence will be demonstrated:

- D.1. by preparing a meeting agenda
- D.2. by preparing a report regarding meeting room setup
- D.3. by preparing a meeting minutes

Criteria - Performance will be satisfactory when:

- D.1. meeting agenda includes the date of the meeting
- D.2. meeting agenda includes the time of the meeting
- D.3. meeting agenda includes location of the meeting
- D.4. meeting agenda includes the topics to be covered along with approximate times for each topic
- D.5. meeting agenda includes a list of speakers
- D.6. meeting room setup report includes the location of the meeting
- D.7. meeting room setup report includes the room arrangement
- D.8. meeting room setup report includes time table
- D.9. meeting room setup report includes menus for meal(s)
- D.10. meeting room setup report includes room temperature controls
- D.11. meeting room setup report includes a list of necessary technical support materials and equipment
- D.12. meeting room setup report includes seating arrangements
- D.13. meeting room setup report includes meeting followup thank you letters
- D.14. minutes include the date of the meeting
- D.15. minutes include the time of the meeting
- D.16. minutes include location of the meeting
- D.17. minutes include the names of people who attended the meeting
- D.18. minutes include results of discussions regarding each topic

E. Make travel arrangements

Linked Core Abilities

Critical thinking

Competence will be demonstrated:

- E.1. by submitting travel arrangements

Criteria - Performance will be satisfactory when:

- E.1. travel arrangements includes an itinerary
- E.2. travel arrangements include transportation reservations

- E.3. travel arrangements include room reservations
- E.4. travel arrangements include food reservations
- E.5. travel arrangements include car rentals
- E.6. travel arrangements include equipment rentals
- E.7. travel arrangements include suggestions of areas of interest near destination site
- E.8. travel arrangements include expense report

F. Examine the management of time, stress and anger

Linked Core Abilities

Critical thinking

Competence will be demonstrated:

- F.1. by a week long time log
- F.2. by participating in a class discussion on stress management
- F.3. by participating in a class discussion on anger management

Criteria - Performance will be satisfactory when:

- F.1. time log includes the time of daily activities
- F.2. time log includes a determination of personal time wasters
- F.3. time log includes recommendations for improving time usage
- F.4. you enter into class discussions on the causes of stress
- F.5. you offer questions or comments during class on stress management
- F.6. you enter into class discussions on the causes of anger
- F.7. you offer questions or comments during class on anger management

G. Analyze leadership qualities

Linked Core Abilities

Critical thinking

You will demonstrate your competence:

- G.1. by discussing case studies regarding leadership qualities

Your performance will be successful when:

- G.1. case study discussions include characteristics of effective leaders
- G.2. case study discussions include a description of management responsibilities
- G.3. case study discussions include the empowerment of employees
- G.4. case study discussions include a description of facilitation procedures for employees