

**Common Course Outline**  
**OFAD 110**  
**Administrative Office Procedures**  
**4 Semester Hours**

**The Community College of Baltimore County**

**Description**

OFAD 110 – 4 Credits – Administrative Office Procedures is an introduction to the field of the administrative professional. Students learn office procedures such as filing, handling mail, and preparing budgets. Students also learn stress management strategies and the importance of workplace ethics and effective communication in diverse environments. This course explores changes and challenges in the 21<sup>st</sup> century workplace and the role of the administrative professional within that setting.

**4 credits: 4 lecture hours**

**Corequisites: RDNG 052 or ESOL 054 and ENGL 052 or ESOL 052**

**Overall Course Objectives**

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

1. identify career opportunities and career paths for administrative professionals;
2. differentiate between the 20<sup>th</sup> century workplace and the 21<sup>st</sup> century workplace;
3. describe techniques for coping with workplace stress;
4. explain the difference between organizational ethics and employee ethics;
5. identify ethical dilemmas, predict factors that might impede change, and propose solutions within an ethical framework;
6. differentiate among formal, informal, verbal, and nonverbal communication;
7. discuss cultural barriers to effective communication in the workplace;
8. critique written correspondence such as e-mail, memorandums, and business letters for tone, clarity, etiquette, and cultural tactfulness;
9. demonstrate effective oral and written communication skills;
10. evaluate the effectiveness of various calling situations;
11. identify U.S. and international mail and shipping classifications and special mail services;
12. design a set of security procedures to protect data in an office;
13. discuss the advantages and disadvantages of a centralized copy center;

14. differentiate between and cite examples of ethical considerations and legal restrictions regarding document copying;
15. apply alphabetic, numeric, and subject filing rules based on the Association of Records Managers and Administrators rules;
16. describe the records retention guidelines for each of the five classifications of records;
17. describe the components of an electronic information management system;
18. explain the difference between a balance sheet and an income statement;
19. calculate payroll deductions and net pay;
20. reconcile a bank statement;
21. prepare a national and international travel itinerary;
22. describe how heightened security measures impact travel arrangements;
23. classify accommodations for rail and air travel; and
24. prepare an expense report.

## **Major Topics**

- I. The Workplace
  - a. Forces of change
  - b. Coping with change
  - c. Career opportunities
- II. Stress and Time Management
  - a. Factors contributing to workplace stress
  - b. Organizational strategies
  - c. Techniques for managing stress and time
- III. Communications
  - a. Verbal and nonverbal communications
  - b. Written communications
  - c. Oral presentations
  - d. E-mail
  - e. Workplace mail
- IV. Workplace Technologies and Telecommunications
  - a. Messaging services and etiquette
  - b. Networks
  - c. Software threats, security, and ethics
  - d. Virus, SPAM, and spy prevention
  - e. Reprographics
  - f. Copying laws and abuse
  - g. Use of shredders
  - h. Fax Machines
- V. Records Management
  - a. Records storage
  - b. Supplies and equipment
  - c. Electronic storage systems
  - d. Filing rules
  - e. Records disposal
- VI. Financial Information
  - a. Budgets
  - b. Financial statements

- c. Payroll
- d. Bank accounts
- VII. Meetings and Travel
  - a. Meeting roles and responsibilities
  - b. Minutes
  - c. Travel procedures
  - d. Domestic travel
  - e. International travel
- VIII. Career Planning
  - a. Career objective
  - b. Effective resume writing
  - c. Letter of application
  - d. Job interview skills
  - e. Interview follow up
  - f. Performance appraisals

### **Course Requirements**

Grading: Grading procedures will be determined by the individual faculty member but will include the following minimum requirements:

1. A minimum of 3 tests
2. Progressive multi-phase project (minimum 1500 words)
3. At least one oral presentation
4. Attend at least one International Association of Administrative Professionals monthly meeting
5. Final exam

### **Other Course Information**

This course is an Office Administration program requirement and is also listed as an Office Administration elective for students following the previous OFAD track who would like to take this course. This course is taught in a computerized environment.

Individual faculty members may include additional course objectives, major topics, and other course requirements to the minimum expectations stated in the Common Course Outline.