

Common Course Outline
OFAD 110
Administrative Office Procedures
3 Credits

Community College of Baltimore County

Description

OFAD 110 – 3 Credits – Administrative Office Procedures introduces students to the field of the administrative professional. Students explore changes and challenges in the workplace and the role of the administrative professional within that setting. Students learn stress management strategies, the importance of workplace ethics, and effective communication in diverse environments. Students also learn office procedures such as filing, handling mail, and preparing budgets.

3 Credits

Prerequisites: ACLT 052 or ACLT 053

Overall Course Objectives

Upon successful completion of this course, students will be able to:

1. identify career opportunities and career paths for administrative professionals;
2. differentiate between the 20th century workplace and the 21st 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. prepare national and international travel itineraries;
20. describe how heightened security measures impact travel arrangements; and
21. discuss how to 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
- 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

Course Requirements

Individual faculty members may include in their syllabus additional course objectives, major topics, or other course requirements in addition to the minimum expectations stated in this common course outline.

Grading/exams: Grading procedures will be determined by the individual faculty member but will include:

1. Research project (minimum 1500 words)
2. At least one oral presentation
3. Attend at least one International Association of Administrative Professionals monthly meeting
4. Midterm exam
5. Final exam

Students will utilize appropriate academic resources.

Other Course Information

- This course is offered the fall semester.

Date revised: 3/4/2014

Date Revised: 02/24/2014