Anoka Technical College

ADSC 1045: Administrative Office Procedures

A. COURSE DESCRIPTION

Credits: 4
Lecture Hours/Week: 4
Lab Hours/Week: 0
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

This course examines the role and responsibilities of the office professional. This course covers filing rules, records management procedures, transcription, telephone etiquette, setting up travel arrangements, compiling itineraries, producing trip expense reports, creating business documents including basic letters, memos, reports, notices, agendas, and minutes of meetings. The course also includes time management principles and the preparation and presentation of researched information utilizing software and verbal presentation skills. (Prerequisites: None)(4 credits lecture/0 credits lab)

B. COURSE EFFECTIVE DATES: 05/31/2016 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Office professionalism
2. Business travel arrangements
3. Transcription and document formatting
4. Grammar and punctuation application
5. Internet research
6. Oral presentation skills

D. LEARNING OUTCOMES (General)

1. Examine the role and responsibilities of the office professional.
2. Create business messages including basic letters, memos, reports, notices, agenda, and minutes of meetings.
3. Demonstrate proofreading skills by making corrections while applying proper grammar and punctuation rules.
4. Transcribe a variety of standard business documents while developing transcription speed and accuracy.
5. Set up travel arrangements, compile itineraries, and produce trip expense reports.
6. Use basic filing rules and records management procedures.
7. Explain business ethics and display ethical behavior.
8. Use effective written, verbal, nonverbal, and interpersonal skills.
9. Manage both incoming and outgoing mail, examine special mail services and classes of mail, and determine how they are used.
10. Develop skill in prioritizing duties and display effective time management and decision-making techniques.
11. Demonstrate professionalism in all course email, discussion board, and classroom communications.
12. Prepare and present researched information utilizing presentation software and verbal presentation skills.
13. Examine the characteristics of effective leaders and managers.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies
   None

F. LEARNER OUTCOMES ASSESSMENT
   As noted on course syllabus

G. SPECIAL INFORMATION
   None noted