

Minnesota State College Southeast

ADMS 1420: Office Procedures

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course provides an overview of procedures and theory for administrative support personnel. Students will identify the personal qualities, skills, and technical knowledge required of the administrative professional in today's business environment. The following topics will be explored: teamwork, managing stress, ethical behavior, customer service, technology etiquette, travel arrangements, and processing workplace mail. A summary of the job search process and preparing a resume is included. An overview of standard filing rules published by the Association of Records Managers and Administrators (ARMA) is incorporated through the use of a filing simulation kit. (Prerequisite or Concurrent: ADMS1417, or ADMS2410) (3 Credits: 3 lecture/0 lab)

B. COURSE EFFECTIVE DATES: 04/24/1998 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Increase knowledge of the workplace environment and expectations of the administrative professional
2. Learn and implement standard ARMA filing rules
3. Continue to develop soft skills; e.g., human relations, communication, and critical thinking

D. LEARNING OUTCOMES (General)

1. Identify and learn standard filing rules
2. Demonstrate use of standard filing rules
3. Identify changes occurring in the workplace
4. Explain crucial skills, qualities, and characteristics of an effective administrative professional
5. Develop an understanding of teamwork in the workplace
6. Understand and apply appropriate techniques for managing work as well as stress
7. Understand the basics of ethics and ethical behavior in the workplace
8. Define customer service and explain the importance of an organization's commitment to customer service
9. Describe strategies for delivering effective customer service
10. Identify verbal and written skills that demonstrate professionalism
11. Demonstrate interpersonal communication skills
12. Identify technology issues that impact the business environment
13. Examine technology etiquette for the administrative professional
14. Describe the variety of meeting types and delivery formats in conjunction with event planning
15. Demonstrate knowledge of application software
16. Understand how to make travel arrangements
17. Understand how to process workplace mail
18. Understand the job search process
19. Prepare resume

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted