

El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA	<u>Business Management</u>
COURSE RUBRIC AND NUMBER	<u>POFT 1309</u>
COURSE TITLE	<u>Administrative Office Procedures I</u>
COURSE CREDIT HOURS	<u>3 3 : 1</u> Credit Lec Lab

I. Catalog Description

Study of current office procedures, duties, and responsibilities applicable to an office environment. Capstone course. **Prerequisite: POFI 2301. (3:1). Lab fee.**

II. Course Objectives

Upon satisfactory completion of the course, the student will be able to:

- A. Use the Internet and directories and search engines and acquire an e-mail address.
- B. Describe the office team and environment.
- C. Demonstrate the skills needed to become productive and healthy employees.
- D. Identify ethical behavior in the workplace.
- E. Describe the virtual office.
- F. Use calendaring, contacts, messaging, managing tasks features in a multipurpose electronic program.
- G. Demonstrate verbal, written, and presentation skills.
- H. Demonstrate skills in mail processing.
- I. Store and retrieve records electronically.
- J. Use scheduling and calendaring methods effectively.
- K. Prepare for meetings and conferences as well as provide support in conducting meetings.
- L. Make travel arrangements.
- M. Describe general business financial transactions to gain a basic understanding of the operations of a company.
- N. Identify the many facets of a professional office career, including specializations, employment procedures, interview techniques, and professional advancement.
- O. Apply interview techniques.

III. THECB Learning Outcomes (WECM)

1. Develop time management techniques.
2. Demonstrate communication skills.
3. Identify the basic skills of an office professional.

IV. Evaluation

General evaluation options available for use by all instructors include: examinations (multiple choice, true/false, short answer, matching, essay) classroom presentations, research activities, or any combination of these options.

VV:	RM C-112	(831-2426)
TM:	RM 1400	(831-5808)
RG:	RM B-201	(831-4198)
NWC:	RM M-54	(831-8815)
MDP:	RM A-125	(831-7024)

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.

VII. Title IX and Sex Discrimination

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.