



## BT 2350

**Division:** Business and Technology

**Department:** Business Technology

**Course:** BT 2350

**Title:** Office Procedures

**Catalog Description:**

This course provides realistic, practical, and meaningful experiences to strengthen students' administrative skills and knowledge of business procedures. Students will be exposed to aspects of office work and to the duties of an office professional.

**General Education Requirements:** N/A

**Semesters Offered:** TBA

**Credit/Time Requirement:** Credit: 3; Lecture: 3; Lab: 0

**Clock/Hour Requirements:** 0

**Offered for Non-Credit:** Yes

**Prerequisites:** BT 1420 or instructor approval.

**Justification:**

Today's administrative assistant will be challenged in the office environment to use critical thinking skills in a dual role of procedural and administrative duties. This course addresses the problem-solving techniques in typical tasks encountered by an administrative assistant, as well as furthering the student's development in solving human relations problems representative in the world of work.

**Student Learning Outcomes:**

At the completion of the course, students should:

- Perform the operational functions and meet the various requirements of an administrative assistant.
- Understand a wide range of office activities and procedures necessary to function efficiently in today's offices with the vast array of new equipment.
- Develop the know-how to perform an assistant's functions as understanding is acquired of new office organizational patterns.
- Attain skills and confidence in performing administrative assistant-managerial operations.
- Assume responsibility and be able to work without direct supervision and exercise initiative and judgement.
- Develop analytical competencies and synthesize thinking for handling judgmental decisions in work assignments and colleagues at all levels--subordinates, co-workers, and executives.
- Develop human relations skills at all organizational levels and work effectively as a contributing member of an administrative team.
- Develop critical thinking and decision making skills by way of simulations to determine what is to be done, establish priorities, and then complete the required work.

- Understand and effectively demonstrate a computer-generated presentation conducive to duties of an administrative assistant.

## **Content:**

Course objectives will be accomplished by

- Introducing current changes in the workplace.
- Integrating anger management, stress management, and time management into daily practice.
- Obtaining knowledge and awareness of ethical theories, behaviors, and team environments.
- Using effective verbal communication and nonverbal communication.
- Writing effective memos, letters, and business reports.
- Obtaining knowledge and using telecommunications and etiquette.
- Understanding the mail systems.
- Evaluating and understanding current computer hardware and software.
- Understanding and using reprographics.
- Introducing filing rules, procedures, records technology, and financial business documents.
- Organizing effective meetings, conferences, and travel arrangements and understanding the administrative assistant's role in each.

## **General Education Outcomes:**

- 2) Write clearly, informatively, and persuasively.

Students will demonstrate organizational skill when composing memos, letters, and reports. They will apply characteristics of effective business correspondence.

- 4) Retrieve, evaluate, interpret, and deliver information through a variety of traditional and electronic media.

Students will research a variety of office topics through online media. They will also learn effective electronic and microimaging systems. Students will submit assignments through e-mail attachments and understand information management systems.

## **Applied Education Outcomes:**

- 4) Students will demonstrate interpersonal skills specific to the skills and environment inherent in their field.

Students will orally present a project in class using presentation software. They will learn appropriate telephone etiquette. Students will study a variety of cases that incorporate speaking with co-workers, supervisors, and clients.

## **Key Performance Indicators:**

Students will complete chapter assignments that demonstrate efficient office procedures: 30 percent of final grade

Students will complete cases and projects that advance their problem-solving, critical-thinking, and decision-making skills as they relate to employment and human relations: 20 percent of final grade

Students will be assessed through written objective exams on the theory and procedures in each unit: 50 percent of final grade

Percentages are approximate.

**Representative Text and/or Supplies:**

Fulton-Calkins, Patsy and Karin M. Stulz, *Procedures and Theory for Administrative Professionals*, current edition or equivalent, South-Western Educational Publishing Thomson Learning.

**Optimum Class Size:** 18

**Maximum Class Size:** 20

**Signatures:**

I hereby submit this course syllabus:

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Lisa Anderson, MS, Associate Professor

I hereby find this course consistent with the goals and resources of the Business Technology Department:

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Lisa Anderson, MS, Associate Professor, Chair

I hereby find this course consistent with the goals and resources of the Business and Technology Division:

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Doug Dyreng, MS, Associate Professor, Dean

I have discussed the need for library resources related to this class with the person submitting the syllabus:

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Lynn Anderson, MLIS, Technical Services Librarian (Main Campus)

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Michelle Olsen, MLS, Campus Librarian (Richfield Campus)