

## COURSE INFORMATION

Course Title: **Administrative Systems and Procedures**  
Course Prefix/No: **AOT 251**  
Lec Hrs/Week: 3.0  
Lab Hrs/Week: 0.0  
Credit Hrs/Semester: 3.0

### **DL ATTENDANCE/VA STATEMENT TEXTBOOK INFORMATION**

### **COURSE DESCRIPTION**

This course covers processing information in the electronic office. Emphasis is on increasing proficiency in performing a variety of office tasks.

### **COURSE COMPETENCIES**

Upon the successful completion of this course, the student will be competent in performing the following:

#### **Module 1: Understanding the Changing Workplace**

- Maintain professional appearance through personal hygiene, grooming, and dress.
- Conduct research on the Internet.
- Explore diversity and changing techniques in the workplace.
- Explore the influence of the computer in today's office.
- Demonstrate knowledge of computer software applications.
- Explore the expanded use of teleworkers in the office.
- Demonstrate knowledge of the organization's structure, chain of command, and procedures.
- Demonstrate knowledge of safety and security regulations and ability to handle emergencies appropriately.

#### **Module 2: Succeeding in the Work Environment**

- Manage stress and anger.
- Manage time and establish priorities for task completion.
- Perform effective oral, written, and PowerPoint presentations.
- Compose business documents using the correct format and language art skills.
- Proofread and edit material.
- Identify research and collection steps for written reports, speeches, and publications.
- Develop critical thinking skills and sound judgment in problem solving.
- Demonstrate teamwork and establish a rapport with others.
- Improve ability to speak clearly using correct grammar.
- Demonstrate ability to receive workplace visitors.
- Demonstrate knowledge of daily office setup and closing procedures.
- Identify available postal service mail classes and special private services.
- Prepare outgoing communications and answer routine correspondence.
- Replenish office supplies and forms as needed.

### **Module 3: Developing and Maintaining a Career Path**

- Maintain professional image, appropriate personality traits, positive job attitudes, cordial office relationships and pride in work.
- Set short and long term goal and objectives.
- Demonstrate positive personal characteristics.
- Accept and provide constructive criticism and praise.
- Identify the steps necessary to secure employment through an interview.
- Prepare job search documents.
- Join professional organizations, participate in professional development opportunities, and read professional publications.
- Work to remain current on new technologies.

### **COURSE REQUIREMENTS**

#### **Student Conduct**

The policies stated in the *York Technical College Handbook* will be enforced. “The College reserves the right to decline admission, to suspend, or to require the withdrawal of anyone whose conduct is disruptive to the educational process. Any student caught cheating or involved in any other academic dishonesty will be given a grade of zero and will be subject to further disciplinary action.”

#### **Attendance**

The attendance policy as stated in the *York Technical College Handbook* will be enforced. A student arriving more than ten minutes late to class may be considered absent. Attendance is required on test days, unless the student has a doctor's excuse, etc., indicating an unusual circumstance for the absence. If a student must be absent on a test day, the student should make arrangements with the instructor to take the test before the absence.

### **METHOD OF INSTRUCTION**

This is a lecture-based course for procedures and technology applications used in the office environment. Selected laboratory time will be provided to aid in the completion of office projects.

This course is divided into three modules. Modules must be completed in sequence. Students may exempt any of the three modules by completing the module test with a score of at least 80 percent .

## EVALUATION STRATEGIES/GRADING

Each module is one-third of the final grade. The final grade will be based on the average of the three modules.

Modules	Module Percent (%)	Grade
<b>Module 1</b>		
Tests	45	
Office projects	35	
Language drills	10	
Appearance	5	
Classroom participation	5	
Module 1 Average (33% of final grade)		
<b>Module 2</b>		
Tests	45	
Office projects	35	
Language drills	10	
Appearance	5	
Classroom participation	5	
Module 2 Average (33% of final grade)		
<b>Module 3</b>		
Tests	45	
Office projects	35	
Language drills	10	
Appearance	5	
Classroom participation	5	
Module 3 Average (33% of final grade)		
Final Grade		

### Appearance and Classroom Participation

Administrative Office Technology students are expected to project a professional appearance. Students should be dressed appropriately for the office on each Wednesday (MWF classes) or Tuesday (TTh classes). Five percent of the final grade will be based on appearance and five percent on participation in classroom activities. Distance learning students may earn the appearance points by completing an exercise on business dress.

Final grades will be based on the following scale:

- A** 90-100
- B** 80-89
- C** 70-79
- D** 60-69
- F** Below 60

**ENTRY-LEVEL SKILLS:** Keyboarding skills

**PREREQUISITES:** AOT 143

**CO-REQUISITES:** None