MIDSTATE COLLEGE
411 W. NORTHMOOR RD.   PEORIA, IL 61614
(309) 692-4092 (800) 251-4299
The quarter used Summer 2010

Course number & Name: AP 209 Administrative Office Procedures

Credit hours: 4 quarter hours   **Method of Delivery:** Classroom

Course Description: This course stresses the changing organizational pattern of work and the administrative professional's role in the total office environment.   Subjects covered are work and time management, advanced composition and proofreading, word processing, modern office technology, travel arrangements, meeting and conference planning, working in a medical office, working in a legal office, and legal and ethical responsibilities in the office.   Employment opportunities are explored, and techniques used in the job search are studied. The essentials for achieving professional status and the potential for professional growth are examined. Upon completion of this course, students will be qualified to work in positions as administrative professionals in business, industry, government, and legal or medical offices.

Prerequisite: KEY 109 Keyboarding Applications or 45 wpm keyboarding speed

Text: Office Procedures for the 21st Century, 7th Edition
Author(s): Burton, Sharon; Shelton, Nelda
Publisher: Pearson Education

Text: The Gregg Reference Manual
Author(s): Burton, Sharon; Shelton, Nelda
Publisher: Pearson Education

Materials needed for this course:
   Additional Supplies: n/a
   Hardware/Software and Equipment: Microsoft Word and Microsoft PowerPoint 2007

Topics:

1. Managing your Work, Time, and Resources
2. Using Technology and Understanding the Office Professional's Role
3. Making Travel Arrangements
4. Planning Meetings and Conferences
5. Working in a Medical Office
6. Working in a Legal Office
7. Preparing for Your Job Search
8. Preparing to Meet the Challenges

Learning Objectives: Upon completion of this course, the student will be able to:

1. Work at top efficiency through the use of a daily work chronological file, a tickler file, and a desk calendar
2. Organize both office supplies and the workstation
3. Practice environmental consciousness and ethical conduct in the workplace
4. Increase productivity through the efficient use of computer application software programs and the internet
5. Help plan domestic and foreign travel, preparing materials necessary for the trip and for covering the office during the employer's absence
6. Prepare for business meetings and conferences, including team meetings and virtual meetings

7. Discuss basic office and clinical skills that are needed to work in medical offices
8. Describe the basics of legal document preparation
9. Conduct an effective job campaign
10. Develop a strategy for professional development
11. Improve business writing skills

Midstate Grading scale:

90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
0 - 59	F

Midstate Plagiarism Policy:
Plagiarism is using another person's words without giving credit to the author. Original speeches, publications, and artistic creations are sources for research. If students use the author's words in a paper or assignment, they must acknowledge the source. Plagiarism is strictly against the academic policy of the college and is grounds for failing the course. If repeated, plagiarism may result in suspension from the college. (See the Midstate College catalog and/or Student Handbook for additional information.)

In courses containing writing assignments, the college promotes the use of an electronic resource which compares the student's writing against previously submitted papers, journals, periodicals, books, and web pages. Students and instructors can use this service to reduce the incidence of plagiarism. This electronic resource has been found to conform to legal requirements for fair use and student confidentiality. It is able to provide a report to the student indicating the parts of the assignment that match.

Instructor Information: Donna Greer
Email: dgreer@midstate.edu
Office Hours: Tuesdays 1/2 hr before and after class or by appt.

Participation Requirements:
Participation is very important in this class. Students are expected to be prepared to participate in the discussion relating to the subject materials for the week. Students should be prepared to read, analyze and respond to questions and comments from the instructor.

Policies and Procedures: All assignments are due at the beginning of class. If an assignment is turned in late, the highest grade which can be attained after the due date will be 70%. All assignments must utilize complete sentences, correct spelling and proper paragraph structure. Late work for first 6 weeks of the quarter *will not* be accepted after midterm week.

Methods of evaluating student performance: The student will be evaluated by completing weekly projects, textbook assignments, magazine article summaries, reports, research papers, etc.

Examination Information: A pretest and posttest will be used to assess if the course objectives have been met. A midterm and final exam (non comprehensive) will be administered.

Instructor's Grading Scale:

Weekly Projects—25%
Textbook Assignments—30%
Magazine Article Summaries—15%
Subject Reports—10%
Book Review—5%
Midterm and Final Exams—10%

AP 209 Weekly Schedule—A detailed weekly schedule will be given to you by your instructor.			
Week	Date	Topic	Objective
1	May 18	Managing Your Work, Time, and Resources (Ch 4)	1. work at top efficiency through the use of a daily work chronological file, a tickler file, and a desk calendar. 2. organize both office supplies and the workstation. 3. practice environmental consciousness and ethical conduct in the workplace. 4. improve business writing skills.
2	May 25	Using Technology and Understanding the Office Professional's Role	1. increase productivity through the efficient use of computer application software programs and the internet. 2. improve business writing skills
3	June 1	Using Technology and Understanding the Office Professional's Role	1. increase productivity through the efficient use of computer application software programs and the internet. 2. improve business writing skills
4	June 8	Making Travel Arrangements (Ch 11)	1. help plan domestic and foreign travel, preparing materials necessary for the trip and for covering the office during the employer's absence. 2. improve business writing skills
5	June 15	Planning Meetings and Conferences (Ch 12)	1. prepare for business meetings and conferences, including team meetings and virtual meetings. 2. improve business writing skills
6	June 22	Midterm Exam Working in a Medical Office (Ch 15)	1. discuss basic office and clinical skills that are needed to work in medical offices. 2. improve business writing skills
7	June 29	Working in a Legal Office (Ch 16)	1. describe the basics of legal document preparation 2. improve business writing skills
8	July 6	Business Writing/Records Management	1. Improve business writing skills
9	July 13	Preparing for Your Job Search (Ch 3)	1. Conduct an effective job campaign 2. Improve business writing skills
10	July 20	Business Writing (Book Review)	1. Improve business writing skills
11	July 27	Preparing to Meet the Challenges (Ch 14)	1. Develop a strategy for professional development 2. Improve business writing skills
12	August 3	Final Exam	1. Improve business writing skills