Course Syllabus

Department: Business
Date: 10/13

I. Course Prefix and Number: BUS 246

   Course Name: Administrative Procedures and Theory
   Credit Hours and Contact Hours: 3 credit hours and 4 contact hours
   Catalog Description including pre- and co-requisites: supporting data required for grade prerequisite of 'C' or higher.

   This is a course which provides preparation for the administrative business office. This course includes techniques and topics such as the work environment, communication skills, computer hardware and software, records management, ethics, business documents, mail handling, office machines, telework, telecommunications, time management, business presentations, travel arrangements, meetings and conferences, telephone efficiency, leadership skills, and planning your career path.

   Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:

   This course is required for students matriculated in the A.A.S. Administrative Professional degree and the Office Technologies certificate programs.

II. Course Student Learning Outcomes: State the student learning outcome(s) for the course (e.g. Student will be able to identify…)

   Student will:
   1. Demonstrate communication skills needed by an administrative professional.
   2. Demonstrate knowledge of records management systems.
   3. Troubleshoot hardware/software problems.
   4. Identify the procedure for handling mail.
   5. Practice ethical behavior exhibited in business today.
   6. Utilize various types of office machines.
   7. Perform Internet research.
   8. Apply proofreading techniques.

   College Learning Outcomes Addressed by the Course: (check each College Learning Outcome addressed by the Student Learning Outcomes)

   X writing   X computer literacy
   X oral communications  X ethics/values
   X reading  ☐ citizenship
   ☐ mathematics  ☐ global concerns
   X critical thinking  X information resources

III. Assessment Measures (Summarize how the college and student learning outcomes
will be assessed): For each identified outcome checked, please provide the specific assessment measure.

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing, reading</td>
<td>Assignments and exam assess writing and reading.</td>
</tr>
<tr>
<td>Oral communications</td>
<td>Oral presentation and discussions assess oral communications.</td>
</tr>
<tr>
<td>Critical thinking</td>
<td>Case studies assess critical thinking.</td>
</tr>
<tr>
<td>Computer literacy</td>
<td>Assignments assess computer literacy.</td>
</tr>
<tr>
<td>Ethics/values</td>
<td>Assignments, discussions, and an exam assess ethics/values.</td>
</tr>
<tr>
<td>Information resources</td>
<td>Assignments assess information resources</td>
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IV. Instructional Materials and Methods

Types of Course Materials:

Textbook(s)

Methods of Instruction (e.g. Lecture, Lab, Seminar ...):

Lectures
Discussions
In-class activities

V. General Outline of Topics Covered:
1. Communication skills for a diverse environment
2. Ethical behavior--shorten
3. Letters, memos, reports
4. Records management
5. Internet search applicable to office support personnel
6. Proofreading
7. Identify the aspects of telecommuting.
8. Demonstrate knowledge of the electronic transmission of text, data, voice, video, and image from one location to another.
9. Utilize proper telephone etiquette and telephone systems.
10. Identify the basics of managing stress and time management.
11. Prepare business presentations.
12. Complete Internet research.
13. Be knowledgeable with handling all aspects of international and domestic travel and be able to prepare itineraries.
15. Perform the activities involved with the job search and succeed in a job.
16. Demonstrate knowledge in leadership skills and conflict resolution in today’s office.