

# Administrative Office Procedures I

Course Number: POFT 1309 NH1 HYB

Semester Credit Hours: 3

Prerequisite: None

Semester: 1<sup>st</sup>

## **Instructor Information:**

Lisa Bowen, Instructor

Lab: Business Computer Technology Building, Lab 19

Telephone: 903.823.3063

Office Hours: Mon-Thurs: 2:45-5 PM

Office Phone: 903.823.3383

E-mail: lisa.bowen@texarkanacollege.edu

## **Course Weekly Schedule**

Monday/Tuesday 5:30-9:20 PM (Face-to-Face in Class)

Wednesday/Thursday 5:30-9:20 PM (Online-Cengage Unlimited)

## **Daily Attendance Check In**

Monday through Thursday 5:30 PM

**Tardy: 5:31-5:45 PM**

**Absent: After 5:46 PM** (Failure to check in for attendance online will result in an absence unless you are present in the classroom, or a school holiday or break.)

## **Textbook—Available as E-Book through Cengage Unlimited Platform:**

The Administrative Professional Technology and Procedures; 15<sup>th</sup> Edition; Diane S. Rankin, Kellie A. Shumack, Ph.D.; Cengage Learning, Inc. ISBN: 978-1-305-58116-6

## **Course Description:**

The Administrative Professional: Technology & Procedures, 15th edition addresses the skills students need for writing, speaking, appearing, and behaving as professionals who are trained to meet the challenges of working in this 21st-century digital workplace. Emphasis throughout the textbook is placed on essential hard skills, such as written communication, telecommunications, presentation development and delivery, physical records management, electronic records management, handling workplace mail, printing and copying documents, understanding financial documents, handling travel arrangements, and participating in meetings effectively. Soft skills, such as ethics, stress and time management, customer focus, conflict resolution, teamwork, listening effectively, verbal and nonverbal communication, human relations, and leadership, are also stressed. Completing a job search, interviewing skills, evaluating job offers, and job advancement topics will help prepare students to find jobs and perform successfully.

### **Student Learning Outcomes for the Course:**

- Assess the demand for administrative professionals and describe work and work settings
- Compare the responsibilities of the employer and employees in a work relationship
- Describe the qualities that make a worker a professional
- Describe the importance of following business etiquette.
- Describe the ethical terms and concepts of an administrative professional
- Identify workplace behaviors
- Describe benefits of teams and identify common types of workplace teams
- Describe communication processes and their elements
- Develop, plan, and research presentations
- Identify reasons records are valuable, storage, and retention
- Understanding financial documents
- Identify sources of job information, develop interview skills, evaluate job offers
- Describe common leadership styles

### **Teaching Method--Hybrid**

- **Lectures:** Students are offered chapter lectures as “in person” and “recorded online” Lectures. It is the student’s responsibility to attend when in-class lectures are presented or to view the prerecorded online lectures for each chapter for better knowledge and understanding of the course.
- **Chapter Assignments, Exams, and Projects:** Students will participate in detailed end of chapter homework assignments with End of chapter quizzes to measure understanding and knowledge of course.

### **Grading Scale Summary**

Percentage	From	Final Grade	Average
100%	Tutorial and Premium Quizzes	A	90-100
		B	80-89
		C	70-79
		D	60-69
		F	50-59

## Business Office Technology/Medical Office Careers for N1 Hybrid Policy and Procedure Document

**Effective Date:** Every new semester

**Department:** Workforce

**Applies To:** All Students Enrolled in the Part-time Business Office Technology/Medical Office Careers  
Level 1 Certificate Programs

### Attendance Policy

- Students are required to check in via Microsoft Teams or in lab, Monday through Thursday between **5:30 PM and 5:45 PM**
- Check-ins after **5:46 PM** are considered **Tardy**; check-ins after **6 PM** will be considered **Absent**.
- Failure to check in will result in an absence unless the student is physically present in class or the absence coincides with a recognized school holiday.

### Absentee Policy

- Instructors may withdraw students from a course if unexcused absences exceed five (5) prior to the published Last Day to Drop.
- Absences exceeding this threshold after the drop deadline may result in a grade of “F” for the semester.
- Three (3) tardies equal one (1) absence.
- Students are considered tardy from the designated class start time up to 15 minutes into the session. After 30 minutes, the student is marked absent.
- Students leaving early, returning late during class, or showing absence in the online course may also result in an absence.

### Excused Absences

Excused absences include:

- Official school trips or school business
- Military duty
- Religious holy days (per FBD LEGAL)

Students must follow proper notification procedures to qualify for make-up work. All other absences are considered unexcused unless otherwise stated in the instructor’s syllabus.

## **Make-Up and Late Work Policy**

- Students are responsible for all missed work due to absences.
- Late work is accepted only in cases of excused absences or emergencies.
- Instructors are not obliged to offer make-up opportunities for unexcused absences.

## **Academic Integrity Policy**

Texarkana College maintains a zero-tolerance policy for scholastic dishonesty, including but not limited to:

- Cheating on exams
- Plagiarism
- Collusion
- Falsification of records

Violations will result in disciplinary action and may lead to dismissal from the course with a grade of **“F”**. This policy applies to all instructional settings, including the TC Testing Center and dual credit campuses.

*Examples of Cheating Include:*

- Copying files or sharing storage devices
- Glancing at or copying exam answers
- Printing work for others
- Submitting reused assignments
- Buying/selling assignments or test materials
- Sharing login credentials

## **Classroom Conduct**

Students must:

- Show respect to instructors and peers
- Avoid unauthorized web browsing or social media use during class
- Collaborate ethically—no copying or cheating

Violations such as cheating, harassment, or viewing inappropriate content will result in dismissal from class with a grade of **“F”** and disciplinary action.

### **Additional Classroom Policies**

- No food or drinks are allowed in classrooms or labs.
- Pornographic content and obscene email usage are strictly prohibited
- Harassment of any kind will result in immediate dismissal and disciplinary action

### **Disability Services**

Texarkana College complies with the Americans with Disabilities Act (ADA). Reasonable accommodation is available upon request.

Contact: Tonja Blasé

Phone: 903.823.3349

Email: [tonja.blase@texarkanacollege.edu](mailto:tonja.blase@texarkanacollege.edu)

Students must present their accommodation letter to instructors immediately to ensure timely support.

### **Financial Aid Notice**

Dropping a class may negatively impact your financial aid status. Students are strongly advised to consult the Financial Aid Office before withdrawing from any course.

### **Student Email Policy**

All students are issued a Texarkana College email account, which is the official channel for communication with faculty and staff. Format: [firstinitial.lastname####@texarkanacollege.edu](#)

Example: [a.student1234@texarkanacollege.edu](#)