

**McLennan**  
C O M M U N I T Y  
**C O L L E G E**

WACO, TEXAS

---

**COURSE SYLLABUS**

**AND**

**INSTRUCTOR PLAN**

**ADMINISTRATIVE OFFICE PROCEDURES II**

**POFT 1349 87**

**CRYSTAL JOHNSON**

**NOTE: This is a 16-week course.**

**NOTE: This is an online course.**

**COVID 19 Notice:**

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

AN EQUAL OPPORTUNITY INSTITUTION

SPRING 2023

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

### **Course Description:**

Provides an in-depth coverage of office procedures with emphasis on decision-making, goal setting, management theories, and critical thinking. Semester Hours 3 (3 lec)

### **Prerequisites and/or Corequisites:**

POFT 1309 with a grade C or better

### **Course Notes and Instructor Recommendations:**

As your instructor, I am extremely interested in your success in the course. If you feel you need additional information, individual help, or just a little encouragement, please come by my office to schedule an appointment. My office hours are posted on my office door and in Brightspace. I may require students to speak with me by telephone or in person at my discretion. Furthermore, in the course of this class, I may need to verify a student's identity using information available from academic records.

Technology can sometimes fail. It is your responsibility to report any technical issues; however, last minute technical issues may not allow for due date extensions. It is important to not wait until the last minute to complete assignments as technology can sometimes fail. In the event of a technology failure, contact the instructor immediately. If it is an issue with Cengage e-mail the instructor and then contact Cengage directly. I cannot fix Cengage issues, but I do like to be made aware of the issues. To contact Cengage directly, call 1-800-354-9706.

Students who need help with accessing technology or assistance with assignments should visit the Office Technology Lab located on the 1<sup>st</sup> floor of the Business and Technology Building. The hours are:

- Monday through Thursday- 8:00 a.m. to 7:30 p.m.
- Friday- 8:00 a.m. to 12:00 p.m. and 1 p.m. to 3:00 p.m.
- Saturday- 9:00 a.m. to 3:00 p.m.

Please note that due to schedule conflicts with training and meetings, office hours are subject to change. Changes will be posted as course announcements. Office hours will be conducted both face-to-face and via Zoom, so you may attend in person or via Zoom.

Basic computer skills, including file management and Internet skills, are needed to successfully complete this course.

You should plan to spend time studying and doing assignments to pass this course. Students who spend quality time studying are more likely to make a high grade than those who don't study or who don't have quality study habits. As this is a skills-based course, there is a substantial amount of learning and hands-on work that is performed in this class. This results in a heavy workload for completing this course.

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

**Deadlines are important.** Deadlines are just that “deadlines.” Therefore, you need to make sure that you read the tentative schedule to know when deadlines are scheduled. You need to organize your time to meet these deadlines.

This course is a project-based course. All projects will have a due date. To improve learning, students will have the opportunity to correct/modify projects after grading (with the exception of the Task and Time Management Project). Corrections will have specific deadlines. Be sure to check the assignment feedback, course announcements, and your student e-mail regularly. These deadlines vary by project.

Many projects are interactive and simulate the workplace. These will require you to contact me frequently with questions as you would in an office environment with your supervisor. It is important to start projects early to allow enough time for the dialogue required.

**Communication with Instructor** – You will use your student email account. E-mail messages from outside e-mail accounts will not be answered. Email or phone messages received during the weekend will be handled the first day of classes the following week. Though I strive to return messages within a few hours, please allow up to a 24 hour turn around for messages during the workweek.

When emailing the instructor, you must include the course title in the subject line. Written communication should be in a professional format and should include a greeting and closing. Students should include their name in their e-mail closing. An example of a professionally formatted e-mail is found within the course orientation.

Students should check Brightspace and their student e-mail accounts at least twice a week. Important course information will be provided through course announcements. It is the students responsibility to check course announcements and student e-mails regularly to stay current on changes within the course.

Please do not use the instant messaging feature in Brightspace. I do not always receive the messages or receive them many days later.

### **Hardware/Software Requirements:**

- To complete this course, you **MUST** have access to the Internet and MS Office.
- If you do not have access to the Internet and/or MS Office, you may use the Office Technology Careers Lab that is located in the Business and Technology Building, 1st floor. Students may also use the MCC Library.

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

- MCC students have access to download MS Office for free through Microsoft Education at <https://www.microsoft.com/en-us/education/products/office> by registering with their MCC student e-mail. If you need assistance with this, please call the IT helpdesk at 254-299-8077.

If you have problems with either your hardware or software, it is your responsibility to make sure that all assignments are turned in on time. Technical difficulties with computers or software are not an excuse for a missed deadline. However, if you do experience technical difficulties, you should report it immediately to your instructor. Students may utilize the I.T. Helpdesk by contacting (254) 299-8077.

Grading should be completed within one week of the due date; however, longer assignments may take more time to grade. Feedback will be provided within the gradebook of Brightspace. Students should check this feedback regularly.

### **Instructor Information:**

Instructor Name: Crystal Johnson

MCC Email: [cajohnson@mclennan.edu](mailto:cjohnson@mclennan.edu)

Office Phone Number: 254-299-8263

Office Location: BT 228

Office/Teacher Conference Hours: As listed in Brightspace

### **Required Text & Materials:**

Title: Cengage Unlimited (Choice of 4 month, 1 year, or 2 year term)

Publisher: Cengage Unlimited

ISBN: 9780357700006, or 9780357700013, or 9780357700020

Instructions for how to access the specific course textbook will be provided in Week 1 of the course material in Brightspace.

Title: Powerful Phrases for Effective Customer Service

Publisher: AMACOM

Author: Renee Evenson

ISBN: 978-0814420324

**MCC Bookstore Website:** <http://www.mclennan.edu/bookstore/>

### **Methods of Teaching and Learning:**

Independent Study

Guided Study

Class Discussion

Projects

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

### **Course Objectives and/or Competencies:**

Departmental Student Learning Outcome: Organize a complex event using organizational, problem-solving, and critical thinking skills.

- Prepare business documents
- Present business data in report form
- Define management theories
- Utilize decision-making, critical thinking, and goal setting skills
- Apply time management techniques
- Apply customer service principles to real-world scenarios
- Apply office etiquette rules and procedures
- Apply event management techniques and create an event
- Apply travel arrangement principles and make travel arrangements
- Apply file management rules to create a file management system
- Discuss feedback from customers to improve the quality of service
- Demonstrate knowledge and awareness of cultural differences in the workplace
- Identify stress-coping mechanisms
- Apply ethical principles to real-world scenarios
- Apply e-mail management principles
- Utilize task and time management strategies

### **Course Outline or Schedule:**

#### **POFT 1349- Administrative Office Procedures II**

All assignments are due at 11:59 p.m. unless otherwise noted. Any changes to the schedule will be posted in Brightspace. Review each week's task list in Brightspace for the full list of weekly activities.

<b>Week</b>	<b>Assignments</b>	<b>Due Date</b>
Week 1 January 9	Course Orientation (Brightspace) Cultural Diversity Quiz Management Theories Discussion Board Begin Cultural Diversity Project (Due January 22)	January 15
Week 2 January 16	Cultural Diversity Project Due	January 22
Week 3	Goal Setting Quiz Stress Coping Mechanisms Discussion Board	January 29

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

January 23	Begin Goal Setting Project (Due February 5)	
Week 4 January 30	Goal Setting Project Due	February 5
Week 5 February 6	Event Planning Quiz Event Planning Discussion Board Begin Event Planning Project (Due February 19)	February 12
Week 6 February 13	Event Planning Project Due	February 19
Week 7 February 20	Travel Arrangements Quiz File Management Discussion Board Begin Travel Arrangements Project (Due March 12)	February 26
Week 8 February 27	Travel Arrangements Project Due	March 12
Week 9 March 13	Customer Service Quiz Customer Feedback Discussion Board Begin Customer Service Report (Due March 26)	March 19
Week 10 March 20	Customer Service Report Due	March 26
Week 11 March 27	Business & Dining Etiquette Quiz Business & Dining Etiquette Discussion Board Begin Reviewing Data and Creating Reports Project (Due April 9)	April 2
Week 12 April 3	Reviewing Data and Creating Reports Project Due	April 9
Week 13 April 10	Ethics Quiz Ethics Discussion Board	April 16

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

Week 14 April 17	Task and Time Management Quiz Begin Task and Time Management Project (Due April 30)	April 23
Week 15 April 24	E-mail Management Discussion Board Task and Time Management Project Due Begin Final Report (Due May 2)	April 30
Week 16 May 1	<b>Final Report</b>	May 2

### **Course Grading Information:**

Projects.....	50%
Quizzes.....	10%
Discussion Boards.....	30%
Final Report.....	10%

Grades will be based on percentage: A= 90-100; B= 80-89; C= 70-79; D= 60-69; F = Below 60

**Projects (50%)-** Projects will be graded for a number grade and will be submitted in Brightspace. The penalty for errors will be in relation to the degree of the error. Projects are designed to replicate situations found within the work place and will take time to complete. Students are encouraged to work on the projects immediately to allow time for questions. Students will be provided feedback on their project and are expected to review the feedback. Any opportunities for corrections will be provided in the feedback.

**Quizzes (10%)-** Quizzes will cover material from the learning unit

**Discussion Boards (30%)–** Each week will have a corresponding discussion board. Each discussion board will have a specific set of instructions and minimum requirements. Students who do not meet the minimum requirements for the discussion will have points deducted from their grade. Points will also be deducted for grammatical errors and any other errors found by the instructor. Students will make an original thread and then will respond to two other students’

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

original threads. Replies to a reply do not count towards credit. Initial posts should be made by Thursday of the week and the replies should be made by the due date for that week.

The grading rubric for each discussion board will be similar to below, though some weeks may have different requirements.

	Points	Points	Points	Points
Initial Post Length	Meets 50	75-99% 38	50-74% 25	49% or < 0
Reply 1 Length	Meets 25	75-99% 19	50-74% 13	49% or < 0
Reply 2 Length	Meets 25	75-99% 19	50-74% 13	49% or < 0
Citations	Meets	Incorrect format -5	Not enough -10	None -30
Grammar	Limited errors	Few errors -5	Many errors -10	Exceeding amount -15
Initial Post Late	On Time			Late -10
Uses Concepts and Vocabulary	Meets	Some -5	Limited -10	None -30
Initial Post and Replies on Different Day	Meets			All posted on same day -10

**Final Exam (10%)**- The final exam will be in essay form and will be provided in Week 7. Students will have until the due date to complete the final.

**Any discrepancy in grades must be made in writing via e-mail to your instructor no later than one week after the grade is posted in Brightspace.**

### Completing Assignments-

- Students are expected to complete assignments in their entirety. Skipping portions will result in lost points in proportion to the questions skipped.
- Most assignments can be completed even if you are unsure how to do part of it. Try your best and do as much as you can. Stopping when you are stuck can result in a lower grade.

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

Most assignments will be graded within a week of the due date; however, longer assignments may take more time to be graded.

### **Late Work, Attendance, and Make Up Work Policies:**

- You, **whether present or absent**, are responsible for all material presented or assigned for the course and will be held accountable for such materials in the determination of course grades.
- No late work will be accepted; however, a makeup period will be offered towards the end of the course for a discounted grade. Items turned in during this time will not receive an opportunity for correction. Exceptions to this are granted on a rare basis. You will need to communicate with me should a situation such as extreme illness arise.
- You, whether absent or present, are responsible for course deadlines. You should communicate with me if an emergency or situation arises preventing completion of work. I cannot work with you if you do not communicate.
- **Drops/grades based on attendance-** You are responsible for contacting the instructor to be dropped from this course. If you exceed the allowed absences within the first eight weeks (over 4 absences), you will be dropped. If you exceed the allowed absences after week 8, you will receive a grade of F unless you contact me and request to be dropped prior to the drop deadline. If you are experiencing an emergency, you should contact me immediately to make alternate arrangements.
- For the purpose of this online course, attendance will be based on your completion of work for the week. If you complete at least 50 percent of weekly activities during the week, you will be counted as present. If you do not complete at least 50% of the weekly activities, you will be counted as absent. Makeup work does not count towards attendance and will not prevent you from being dropped.

### **Student Behavioral Expectations or Conduct Policy:**

Students are expected to conduct themselves in a professional manner for the duration of the course. This manner includes appropriate language, respectfulness, proper grammar, meeting deadlines, and responding to correspondence from the instructor. Students who display disrespectful or disruptive behavior will be dropped from the course and referred to Student Conduct.

Students are expected to maintain class decorum that includes respect for other students and the instructor, and an attitude that seeks to take full advantage of the education opportunity, even in the online environment. Students are expected to communicate respectfully and professionally.

MCC is a drug-free campus, and it is a violation of the “General Conduct Policy” to possess, attempt to possess, use, transmit or distribute (sell) drugs or alcohol on the campus (taken from *MCC Student Highlander Guide*). If a student comes to class or meetings using drugs or alcohol, or if they are under the influence of drugs or alcohol, that student will be asked to leave class, forfeiting any opportunity to complete or

## ADMINISTRATIVE OFFICE PROCEDURES II

POFT 1349 87- SPRING 2023

---

make up assignments, tests, or activities done during class and receive a zero. The student may be asked to meet with student conduct for disciplinary measures. Disciplinary incidents could result in being dropped from the course or receiving a grade of F for the course.

Plagiarism and cheating will not be tolerated.

### **Plagiarism is:**

- Using someone else's work and claiming it as your own
- Copying information (1) without quotes and/or not (2) giving credit to the source
- Paraphrasing information without giving credit to the source
- Expressing the ideas of others as your own
- Fraud

### **Cheating is:**

- Sharing information (giving or receiving) of any format
- Using unauthorized material during a test or assignment
- Working as a pair or group to complete an assignment that is not designated as group work
- Plagiarism
- Not adhering to the rules set forth for Timed Writings
- Having someone else complete your assignments

Plagiarism and cheating will be dealt as follows:

- 1) For the first offense, the student will be made aware of the issue and will receive a zero (0) for the assignment.
- 2) For the second offense, the student will be reported to the Student Discipline Committee and be subject to the discipline recommended by the committee.
- 3) For the third offense, the student will be given an F in the class.

### **[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)**

**(<https://www.mclennan.edu/highlander-guide/policies.html>)**

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

---

Updated 11/04/2022

**McLennan**  
C O M M U N I T Y  
**COLLEGE**

---

## **ACADEMIC RESOURCES/POLICIES**

### **Accommodations/ADA Statement:**

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit [www.mclennan.edu/disability](http://www.mclennan.edu/disability).

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

[disabilities@mclennan.edu](mailto:disabilities@mclennan.edu) 254-299-  
8122  
Room 319, Student Services Center

### **Title IX:**

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the acting Title IX Coordinator at [titleix@mclennan.edu](mailto:titleix@mclennan.edu) or by calling, Dr. Claudette Jackson, (Diversity, Equity & Inclusion/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at [www.mclennan.edu/titleix/](http://www.mclennan.edu/titleix/). It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the

crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

**Student Support/Resources:**

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom from 7:30 am - 6:00 pm Monday through Thursday and 7:30 am - 5:00 pm on Friday. You can contact the Academic Support and Tutoring team via Zoom (<https://mclennan.zoom.us/j/2542998500>) or email ([ast@mclennan.edu](mailto:ast@mclennan.edu)) during the above mentioned times.

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing [crew@mclennan.edu](mailto:crew@mclennan.edu) or a Success Coach by calling (254) 299-8226 or emailing [SuccessCoach@mclennan.edu](mailto:SuccessCoach@mclennan.edu). Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to [https://mclennan.co1.qualtrics.com/jfe/form/SV\\_07byXd7eB8iTqJg](https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg). Both the Completion Center and Paulanne's Pantry are located on the second floor of the Student Services Center (SSC).

**MCC Foundation Emergency Grant Fund:**

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at [https://www.mclennan.edu/foundation/docs/Emergency\\_Grant\\_Application.pdf](https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf).

**MCC Academic Integrity Statement:**

Go to [www.mclennan.edu/academic-integrity](http://www.mclennan.edu/academic-integrity) for information about academic integrity, dishonesty, and cheating.

**Minimum System Requirements to Utilize MCC's D2L|Brightspace:**

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

**Minimum Technical Skills:**

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

**Backup Plan for Technology:**

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

**Email Policy:**

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails. For more information about your student email account, go to [www.mclennan.edu/studentemail](http://www.mclennan.edu/studentemail).

**Instructional Uses of Email:**

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

**Email on Mobile Devices:**

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email [Helpdesk@mclennan.edu](mailto:Helpdesk@mclennan.edu) for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

**Forwarding Emails:**

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email [helpdesk@mclennan.edu](mailto:helpdesk@mclennan.edu).

**Disclaimer:**

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.