

OBT 257 Administrative Procedures

Course:	OBT257 Section 501 CRN 48124
Schedule:	August 17, 2015 through December 7, 2015
Class Time and Place:	<p>Our Week begins on Monday at 8:00 a.m. and ends at midnight on Sunday. This is mountain standard time so if you are taking this in another time zone you will need to adjust the times accordingly.</p> <p>Check in daily online through Blackboard Learn at learn.unm.edu</p>
Prerequisites:	<p><i>OBT 112 Keyboarding Word/Processing II</i> A good grasp of using the Internet and Blackboard Learn. A High speed Internet connection is needed for this course.</p> <p>If you do not know how to use Blackboard Learn click on the Blackboard Learn Help link for a quick tutorial. http://online.unm.edu/help/learn/students/</p>
Instructor:	<p>Cindy L. Chavez, Coordinator of Business and Office and Business Technology E-mail: c2chavez@unm.edu Voice Mail: 505 925-8706</p>
Contact Information:	<p>Office location: B126 UNM-Valencia Campus 280 La Entrada Los Lunas, NM 87031</p>
Virtual Office Hours:	<p>Online course with virtual office hours As needed and requested</p>
Textbook:	<p><i>The Administrative Professional</i>, 14 edition Author: Fulton-Calkins, Rankin and Shumack ISBN: 0-538-73104-4</p>
Supplies Needed:	<p>Book listed above USB "jump" or "thumb" drive to download data files</p>

Course Description: OBT257 Administrative Procedures: (3) This course will provide students with an understanding of the role of administrative support personnel: employment skills, office health and safety issues, organization and time management, records management, information and communications, meeting and travel planning, reprographics, and critical thinking skills. *Prerequisite: OBT 112.*

Student Learning Objectives:

- Students will Increase knowledge of the workplace environment.
- Students will increase technical skills.
- Continue to develop soft skills; e.g., human relations, communication, critical thinking, time management, and continual learning.
- Proofread and make corrections to memos, letters and other business related documents.
- Organize work according to priority.

Course Grading Policy

Make-up and Late Assignment Policy: All work is due on the due date. Late assignments and assessments will be accepted up to 7 days after the due date but will receive a penalty of ten percent. If life gets in the way please let me know.

Grading:

100% - 93% = A	89% - 87% = B+	79% - 77% = C+	69% - 67% = D+
92% - 90% = A-	86% - 83% = B	76% - 73% = C	66% - 63% = D
	82% - 80% = B-	72% - 70% = C-	62% - 60% = D-

Grade Weighting: The following percentages will be used to determine the final grade:

Quizzes: 40%
Textbook exercises 60%

Students with Disabilities who need Accommodations: If you are a qualified person with disabilities who might need reasonable accommodations in academic settings, please

communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs.

Communicate with teacher — The best way to contact me is by email through your Web CT account. You may also leave a message on my office phone at (505)925-8706. I will hold office hours at UNM-Valencia Campus in B126. Monday and Wednesday 1:30 p.m. to 4:30 p.m.

Course Requirements: You must have a book prior to beginning this course. UNM-Valencia bookstore has the book in stock and can be purchase either by visiting the bookstore or if you have a credit card to purchase online through the bookstore. UNM bookstore phone number is 505 925-8500. You will also need to have access to high speed Internet connection. Dial-up will give you problems. **You will also need to have a backup plan in case your internet goes down. Don't expect to get special treatment because you did not plan ahead.**

Class Format: This is an online class, which means that you are responsible to get your work completed and submitted on time. Since we are using technology and the Internet, let's face it problems with technology happen so do not wait until the last minute complete your assignments or quizzes. Pay close attention to the days and times that Blackboard Learn is down for upgrades and work around their scheduled outages. All assignments and correspondence will be submitted through the Blackboard Learn assignment tab.

Students with Disabilities who need Accommodations: If you are a qualified person with disabilities who might need reasonable accommodations in academic settings, please communicate with me as soon as possible so that we may make appropriate arrangements to meet your needs.

Technology information: Students will need to have Word 2013 or 2010 to complete the assignments. Also many of the documents in Blackboard Learn are in PDF file format so you will need to have adobe reader installed on the computer you are using. You can download a copy if you don't have one at the following link. <http://www.adobe.com/products/reader/>

Assignments: You will find your assignments/projects listed under the assignment tab in Blackboard Learn. You are given a due date on each assignment and if you do not submit the assignments by the deadline you will automatically have 10 percent deducted. The assignment will disappear from the list once it has been submitted. If the time to submit the assignment has past it will also disappear from the list. **Do not ask me to reopen an assignment.** I have given you 7 days past the due date to submit a late assignment. You can also find an outline on the "Content Page" in Blackboard Learn that you can print out for your record.

Prior to submitting your assignments put your name in a header at the top right hand side of your document and the name and chapter # of the assignment.

Cindy Chavez
Chapter 1-#8

Assignments/projects are to be submitted through Blackboard Learn assignment tab.
Assignments sent through email will not be accepted.

Discussion: There are three discussion areas set up for students. 1) Discussion- which is where you will discuss information from each chapter. 2) Help- area where you can ask a questions and students can help you or I can answer the question also. If you have questions regarding the class you should post them in this area for all to see. Chances are other students may have the same questions. If I get questions regarding the class here is where I will post them. 3) Oasis- This is also an area to just talk with your peers. Sometimes the course gets a bit boring by yourself so go find someone to talk to a bit when you find the time.

Remember the Netiquette rules apply in all the class discussion whether personal or public.

Quizzes: Quizzes and assessments will be given to test students' knowledge and application of skills. These quizzes will be based on the readings and practice you complete in each lesson.

Attendance: This is an online course so it is the student's responsibility to attend class through Blackboard Learn and complete all work assigned. If I haven't heard from a student in the first 2 days of classes they will be dropped by me. Assignments are due on the due date and should be submitted through Blackboard Learn. Check your email and assignments daily. The Blackboard Learn system will track the time you spend in Blackboard Learn. You CANNOT afford to get behind. Non completion of the course or failing will affect your grade and thus may affect any scholarships, grants, or financial aid, requiring payment back to the offering institution.



CH01_Assignment/Due 8/23

Attached Files:  [CH01 Memo.docx](#) (12.238 KB)

After reading chapter 1 you will complete the following:

Assignment 1: Go to page 19 in your book

Complete Number 8: Project memo. Your supervisor has asked you to create a final copy of a memo announcing a special project. Open the work file CH01 Memo below save it to your flash drive and edit the memo to correct errors in keyboarding, punctuation, spelling and work usage.

Then come back to Blackboard Learn and submit the corrected memo as an attachment through the assignment button.



CH02_Assignment/Due 9/01

Attached Files:  [CH02 E-mail.docx](#) (14.546 KB)

Read Chapter 2 then complete item number 3 on page 34 and 4 on page 35 under the Communicate Clearly title. I have loaded the file you need for this exercise below. After completing the file submit through Blackboard Learn assignment tab as a Word Attachment.



CH03_Assignment/Due 9-08

Attached Files:  [CH03 Seminar Letter.docx](#) (15.821 KB)

After reading chapter 3 complete #6 and 7 on page 52, under the Communicate Clearly heading in your book. Submit your document as a Word attachment through the Assignment tab. I will not accept assignments sent to me through email. For # 6 you will need to use the file CH03 Seminar Letter from you data or attached below.



CH04_Assignment/Due 9-15

Attached Files:  [CH04 Exchange.wav](#) (14.209 MB)

After reading Chapter 4 and completing the quiz--please turn to page 69 of your book and complete the following:

After reading Chapter 4 and completing the quiz--please turn to page 69 of your book and complete the following:

Under the heading of Build Workplace Skills #2

Communicate Clearly #5 (File is below)

Use Technology #9

Then submit your findings to your instructor as a Word attachment.



CH05_Assignment/Due 9-22

Understanding Workplace Team

Read Chapter 5 and answer the Discussion Questions 1-7 on Page 84 of your text book. Submit your answers as a Word Attachment.



CH06_Assignment/Due 9-29

Attached Files:  [CH06 CS Problem.docx](#) (10.223 KB)

Read Chapter 6 Developing Customer Focus

Complete the Build Workplace Skills #1, 2 and 3. and then Submit your responses to each as a Word attachment




CH08_Assignment/Due 10-6

Attached Files:  [CH08 Feedback.docx](#) (39.842 KB)

After reading Chapter 8 turn to page 141 and complete number 7. *Feedback form* and submit as a Word attachment below. Also complete "The Above and Beyond" on page 142 where you will learn about IAAP and what it has to offer. Complete the four questions and submit as a Word attachment through Blackboard Learn Assignments' button.



CH09_Assignment/Due 10-13

Attached Files:  [CH09 Networks.docx](#) (14.116 KB)

After reading Chapter 9 complete the following:

Building Workplace Skills Page 161 and 162 #2

Telecommunication networks.

Use file CH09 Networks (attached below)

Under Communicate Clearly complete #7 Identity theft Slides

And #9 Under Develop Relationships Inconsiderate behavior.



CH10_Assignment/Due 10-20

Attached Files:  [CH10 Seminar.docx](#) (18.296 KB)

Read Chapter 10 then complete the following assignments:

Build Workplace Skills page 184,

#1Types of meetings.

#2 Meetings interview. Communicate clearly

#4 Seminar announcement (use file attached below)



CH11_Assignment/Due 10-27

After reading Chapter 11 complete the following assignments from page 214 Discussion Questions 1-8, Critical Thinking Exercise Improve records management. and # 3 Terminal digit filing exercise. Please submit through the assignment tab.



CH12_Assignment/Due/11-3

Attached Files:  [CH12 Schedule.docx](#) (21.27 KB)

After reading Chapter 12 complete the following assignments:

Build Workplace Skills-

1. Send outgoing mail on page 234
2. Handle incoming mail and
- 3 Records retention.



CH13_Assignment/Due 11/17

Attached Files:  [CH13 Expense Report.xlsx](#) (13.085 KB)

After reading Chapter 13 complete the following assignments: Page 253 and 254

1. Business Customs-Instead of created the written report please create a PowerPoint presentation to be posted to the class.
2. International Travel Arrangements
3. Travel itinerary

Communicate Clearly

4. Expense report

Use the attachment below to complete this assignment



CH14 Assignment/Due 11-24

Read the Learning Objectives for Chapter 14, p. 257. Read Chapter 14, pp. 257-275.

Complete the Discussion Questions on Page 273 and submit as a Word attachment.



CH15 Assignment/Due Dec 8

After reading Chapter 15 your assignment is to Clip an ad from the Alb journal or local newspaper and write your resume and a cover letter to that ad.

Be sure to submit the ad in along with the resume and letter.

Be sure to refer to the booklet I loaded on this website. I have loaded a resume writing booklet for your review. Also make sure you read your chapter before beginning.

Course Evaluation: Each semester students are asked to participate in the evaluation of the course and the instructor of record. Please take the time to fill out this simple survey for each class you are taking. Your feedback is crucial to making changes to the course. This evaluation is sent through UNM email and student's responses remain completely anonymous. The data will be given to the instructor at the end of the grading period.

Students are also always welcome to provide the teacher with comments and suggestions throughout the semester when they want to.

Academic Dishonesty: The UNM Catalog definition states “Academic Dishonesty includes, but is not limited to: dishonesty in quizzes, tests or assignments; claiming credit for work not done or done by others; hindering the academic work of other students; and misrepresenting academic or professional qualifications within or outside the University. Any student who has been judged to have engaged in academic dishonesty in course work may receive a reduced or failing grade for the work in question and/or for the course.

Withdrawal from Class: Please refer to the UNM-Valencia campus Class Schedule for deadlines for dropping a class. However, if you encounter problems towards the end of the semester after the deadline, please talk to me about dropping the class. I would rather drop you than award you an “F” – a grade of “F” takes a long time for your GPA to recover.

Incomplete Grade Policy: If you have completed 85% of the semester (attendance and homework) and are experiencing obstacles to completing the semester, make an appointment to talk with me about receiving an incomplete. If we agree on an incomplete, you must have the remaining assignments as agreed upon completed by the end of the next semester. PLEASENOTE – it is your responsibility to complete the assignments in a timely manner. If not completed, your INC automatically turns into an F.