

**MIDSTATE COLLEGE**  
**411 W. NORTHMOOR RD., PEORIA, IL 61614**  
**(309) 692-4092 (800) 251-4299**  
**Fall 2018**

**Course:** AP 207 Administrative Office Procedures [AE]

**Credit hours:** 4 quarter hours

**Method of Delivery:** Arranged eLearning

**Course Description:** This course stresses the changing organizational pattern of the office environment and the office professional's role in it. Workplace behavior subjects covered are professionalism, teamwork, ethics, leadership, and presentation skills. Students will learn how to complete travel plans, and plan meetings and events. Students will learn office technology problem solving techniques and business etiquette. Students will complete competencies in both workplace behavior subjects and office skills. Course fees may apply.

**Prerequisite:** AP 112 Office Skills

**Text(s) & Manual(s):** Procedures & Theory for Administrative Professionals, 7<sup>th</sup> edition

**Author(s):** Stultz/Shumack/Fulton-Calkins

**Publisher:** Cengage Learning ISBN: 978-1-133-69288-1

**Materials needed for this course:**

Hardware/Software and Equipment: MS Office 2016, Internet connection.

Additional Supplies: n/a

**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. Preparing to meet the challenges in Office Environment

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

1. Define the traits and characteristics of the office professional
2. Practice ethical conduct in the workplace
3. Practice teamwork techniques.
4. Apply office technology problem solving techniques
5. Plan domestic and foreign travel
6. Prepare for business meetings and conferences
7. Practice leadership skills
8. Practice business presentation skills
9. Develop a strategy for professional development

**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, either by paraphrase or direct quotation, without giving credit to the author(s). Plagiarism can also consist of cutting and pasting material from electronic sources by submitting all or a portion of work for assignment credit. This includes papers, computer programs, music, sculptures, paintings, photographs, etc. authored by another person without explicitly citing the original source(s). These actions violate the trust and honesty expected in academic work. Plagiarism is strictly against the academic policy of Midstate College. Its seriousness requires a measured, forceful response which includes consequences for inappropriate and/or no citation.

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.

(See the Midstate College catalog and/or Student Handbook for additional information.)

**Student Success:**

The Office of Student Success is available to students seeking tutoring for individual classes or who need assistance with writing assignments. Information is also available on test taking techniques, how to take notes, developing good study skills, etc. Contact Student Success in Room **110** (in person); (309) 692-4092, extension **1100** (phone); studentsuccess@midstate.edu (email).

**Instructor Information:** Nancy A. Franklin  
**Midstate Email:** [nfranklin@midstate.edu](mailto:nfranklin@midstate.edu)  
**Room:** 124

**Phone:** 309-692-4092 ext. 1240  
**Office Hours:**

**Participation Requirements:**

**eLearning:** eLearning courses are taught through eLearning ONLY. To be considered in attendance for an eLearning course, the student must participate each week by submitting substantial, gradable work.

Participation is very important in this class. Students who attend the physical classroom time will be required to actively participate in the discussion and projects. Online students are expected to participate in the discussion forums relating to the subject materials for the week. The discussion forum is a *dialog* among the course participants. A participation rubric will be used to grade the discussion forum.

**Policies and Procedures:**

**Online:** All weekly assignments are posted by the instructor by Noon on Mondays and are due on/by the following Monday, no later than 8AM. Late assignments and quizzes will lose 10% credit for each day that they are late. All assignments electronic or hard copy must contain the date, student’s name and information to identify the assignment.

All assignments must practice correct business writing skills by utilizing complete sentences, correct spelling, and proper paragraph structure.

Methods of evaluating student performance: The student will be evaluated by completing weekly assignments, exams, competencies, and a book review.

**Instructor’s Grading Scale:**

- Discussion/Blog (Summary): 10%
- Weekly Assignments: 10%
- Midterm/Final Exams: 20%
- Competencies: 50%
- Book Review: 10%

AP 207 COMPETENCIES

Week	Name	Pts Possible
6	Presentation	100
8	Technology/Meeting (Skype)	100
9	Event Planning	100
10	Travel	100
11	Online Portfolio	100

WEEKLY SCHEDULE  
AP 207DF-Winter 2016

Wk	Learn Obj.	Topic	Assignment
1	1	Introduction to Course CH 2: Professional Image	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> <li>Online Portfolio assigned (due Wk 11)</li> <li>Start reading Book of your choice for Report</li> </ul>
2	3	CH 3: Workplace Teams	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> </ul>
3	2	CH 5: Ethical Theories and Behaviors	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> </ul>
4	7	CH 6: Leadership	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> </ul>
5	8	CH 9: Verbal Communications and Presentations (pgs 194-202 only)	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> <li>Presentation Competency assigned</li> </ul>
6	8	CH 9: Verbal Communications and Presentations (pgs 194-202 only) cont'd	<ul style="list-style-type: none"> <li>Presentation Competency due</li> <li>Midterm Exam (chs 2,3,5,6,9)</li> </ul>
7	4	Chapter 10: Global Communication – Technology and Etiquette	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> <li>Technology/Meeting Competency (Skype) assigned</li> </ul>
8	4	Chapter 14: Meeting and Event Planning	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> <li>Technology/Meeting Competency (Skype) due</li> <li>Event Planning Competency assigned</li> </ul>
9	5	Chapter 15: Travel Arrangements	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> <li>Event Planning Competency due</li> <li>Travel Competency assigned</li> </ul>
10	5	Chapter 17: Job Search and Advancement	<ul style="list-style-type: none"> <li>Read chapter &amp; review PPTs</li> <li>Online: Discussion Forum</li> <li>End of Chapter assignments</li> <li>Travel Competency due</li> </ul>
11	9		<ul style="list-style-type: none"> <li>Online Portfolio due</li> </ul>
12	4,5,9		<ul style="list-style-type: none"> <li>Final Exam (Chs 10,14,15, 17)</li> </ul>