

Office Administration-Accounting Quality Standards

ADM-116	2
ADM-119	2
ADM-129	2
ADM-162	3
Part 4	4
Part 5	4
Part 6	4
ADM-171	4
BUS-121	5
Part 1	5
Part 2	5
Part 3	5
Part 4	6
Part 5	6
BUS-180	6
BUS-290	6
BUS-932	7
ENG-131	7

ADM-116

- 1. Speed and Accuracy Development**
- 2. Proofreading/Mailable Formatting**
- 3. Word Processing Skills**
 - a. Cursor Movement and Correction Techniques
 - b. Saving and Retrieving Documents
 - c. File Management
 - d. Basic Text Formatting and Entry Features
 - e. Printing
 - f. Macros
 - g. Merge and Document Assembly
 - h. Sort, Select and Merge
- 4. Business Documents**
 - a. Block Letters
 - b. Modified Block Letters
 - c. Simplified Letters
 - d. Envelopes
 - e. Standard Memorandums
 - f. Simplified Memorandums
 - g. Tables
 - h. Short and Long Business and Educational Reports
 - i. Title and Bibliography Pages
 - j. Outlines
 - k. Meeting Agendas
 - l. Meeting Minutes

ADM-119

1. Use good keying techniques at all times (includes correct posture, proper touch techniques, etc.)
2. Format and prepare documents such as: letters; memoranda; cards, envelopes, and labels; forms; tables and statistical reports; financial statements; reports, lists and manuscripts; minutes of a meeting and itineraries; news releases and newsletters; brochures and pamphlets; merge documents
3. Format and keyboard times straight copy
4. Prepare written communication utilizing proper grammar and correct spelling; proofread and revise documents; locate, retrieve and compile information for reports or correspondence
5. Develop a simple PowerPoint presentation
6. Manage time
7. Use job-keeping skills and implement job-seeking skills

ADM-129

1. Identify the main parts of the keyboard and demonstrate the functions of each as well as use correct fingering to type numbers and symbols accurately by touch
2. Use good techniques at all times (includes correct posture, proper touch techniques, etc.)
3. Format and prepare documents such as: letters; memoranda; cards, envelopes and labels; forms; tables and statistical reports; financial statements; reports, list, and manuscripts; minutes

- of a meeting and itineraries; news releases and newsletters; and merge documents
4. Format and keyboard timed straight copy
 5. Prepare written communication utilizing proper grammar and correct spelling; proofread and revise documents; locate, retrieve and compile information for reports or correspondence
 6. Develop an attractive, professional PowerPoint presentation
 7. Manage time
 8. Use job-keeping skills and implement job-seeking skills

ADM-162

Part 1

1. Describe the ever-changing office, the role and responsibilities of the office professional and the skills and qualities the office professional needs to possess.
2. Create a professional growth plan for this semester to advance your professional career.
3. Identify and use effective decision-making techniques.
4. Develop job-seeking skills involving the preparation of a resume and letter of application, interviewing techniques, and completing an employment application.
5. Classify computer systems, identify computer hardware components and explain their functions, and define the function of computer networks.
6. Identify the types of copiers available, explaining their basic features.
7. Demonstrate a knowledge of how to maintain and select copiers.
8. Explain the fax process and selection criteria.
9. Identify and explain various types of software programs available and how to troubleshoot software problems.
10. Explain how to select software and how to care for software and hardware.
11. Use applications software in performing tasks.

Part 2

1. Develop an awareness of and understanding of a culturally diverse workforce.
2. Explain the communication process and identify communication barriers.
3. Identify types of nonverbal communication.
4. Use effective communication techniques.
5. Identify types of discrimination and steps that may be taken to counter discrimination.
6. Recognize the importance of ethical behavior and identify the traits of an ethical employee and the characteristics of an ethical organization.
7. Explain the importance of safety and health in the workplace.

Part 3

1. Discover how information is transmitted electronically.
2. Describe the types of telephone systems, equipment, and features available.
3. Develop and use proper telephone techniques.
4. Identify the characteristics of effective correspondence.
5. Compose letters and memos.
6. Develop effective techniques for working with office callers.

7. Release and expand your creativity.
8. Deliver effective individual and group presentations.

Part 4

1. Identify the responsibilities of the office professional for meetings and conferences.
2. Prepare notices for meetings as well as agendas and minutes.
3. Make travel arrangements involving itineraries.
4. Describe the duties to be performed when the executive is traveling and when the executive returns, including preparing expense reports.

Part 5

1. Identify classes of mail and determine which class should be used when preparing outgoing mail.
2. Identify and explain how special mail services are used.
3. Process both incoming and outgoing mail effectively.
4. Recognize the importance of recycling in the office.
5. Identify the types of document management systems and define the office professional's role in document management.
6. Learn and use the basic filing rules.
7. Identify and use various storage methods and document retrieval systems.

Part 6

1. Define the causes of stress and identify stress reducers.
2. Implement stress controls.
3. Determine the importance of utilizing time well.
4. Identify time wasters and establish effective time management techniques.
5. Determine what unique leadership needs exist in the 21st Century.
6. Describe the characteristics of effective leaders and their essential management responsibilities.
7. Identify entrepreneurship.

ADM-171

1. Define the terminology used in records and database management.
2. Name the two basic methods of storing and maintaining records.
3. List the four classifications businesses use to value their records and give examples of each classification.
4. List and describe the stages in the life cycle of a business record.
5. Arrange names of persons, businesses and organizations into correct alphabetic order using the unit-by-unit method.
6. Write or keyboard names of individuals, businesses and organizations on cards using the rules for alphabetic indexing.
7. Alphabetize, file and find cards.
8. Prepare alphabetic cross-reference cards containing personal names, businesses and organizations.
9. Index names of individuals, businesses and organizations for computer databases.
10. Organize records according to alphabetic, numeric, subject, geographic and chronological filing rules.
11. Index and code paper correspondence for filing, prepare cross-references and practice filing and finding correspondence.

12. Apply principles of good records control from active to inactive to disposal or records.
13. Demonstrate a knowledge of records and database equipment and supplies, including micro-records and electronic records storage.
14. Demonstrate a knowledge of how a record system is organized, controlled, and managed.
15. Format and keyboard documents by using a typewriter, computer or computer/word processor.
16. Prepare written communication using proper grammar and correct spelling.
17. Proofread documents.
18. Locate, retrieve and compile information for reports or correspondence.
19. Manage time by prioritizing projects, sequencing daily routine and maintaining a planner/calendar to meet deadlines.
20. Display positive interpersonal skills

BUS-121

Part 1

1. Define communication and describe the main purposes of communication in business
2. Explain the communication process model and the ultimate objective of the communication process as well as the legal and ethical constraints act as a strategic force to influence the process of business communication
3. Explain how diversity challenges, changing technology and team environment act as strategic forces to influence the process of business communication
4. Identify the four levels of communication and explain how behavioral theories, nonverbal communication and listening affect group communication
5. Identify factors affecting group communication and leading to the need for formal organizations
6. Discuss how information flows within an organization
7. Manage time by prioritizing projects and display positive interpersonal skills

Part 2

1. Identify the purpose of the message and the appropriate channel
2. Envision the audience so the message can be adapted to the audience and apply techniques for adapting messages to the audience
3. Apply the guidelines for communicating ethically and responsibly
4. Recognize the importance of organizing a message before writing the first draft and select the appropriate outline for developing messages by identifying the central idea and the likely receiver reaction
5. Apply techniques for developing effective sentences and unified and coherent paragraphs
6. Edit and rewrite messages for vividness, clarity and conciseness
7. Identify factors affecting readability and revise messages to improve the readability
8. Revise and proofread a message for content; organization; style; mechanics; format and layout

Part 3

1. List the steps in the deductive outline and identify the advantages of using it to convey good news or routing information
2. Write letters presenting claims and making adjustments, responding to routine requests, and acknowledging customer orders
3. Compose letters providing credit information and extending credit
4. Write the following special messages: thank you, appreciation and apologies
5. Adapt letters to international receivers
6. Use effective writing and formatting principles that apply to memos and e-mail messages

7. List the steps in the inductive outline and identify the advantages of using it to convey bad news
8. Write letters refusing a request, denying a claim, refusing to complete an order, denying credit or providing constructive criticism
9. Discuss ways to handle special problems about the unpleasant
10. Identify acceptable practices for writing effective e-mail messages and using electronic communication appropriately
11. Identify ethical and legal implications associated with technology
12. Write memos and e-mail messages that convey good news, routine information, or negative news
13. Develop effective outlines and appeals for messages that persuade
14. Write effective sales messages and persuasive requests

Part 4

1. Organize ideas and express them clearly and simply in informal and oral presentations
2. Locate both printed and electronic sources of information
3. Discuss the common problems encountered in collecting and interpreting data
4. Understand principles of effectiveness and ethical responsibilities in the construction of graphic aids
5. Select an appropriate type of graphic for specific data interpretation
6. Plan a business presentation that accomplishes the speaker's goals and meets the audience's needs
7. Organize and develop the three parts of an effective presentation
8. Select, design, and use presentation visuals effectively
9. Design and use PowerPoint software with a business presentation
10. Deliver oral presentations with increasing confidence

Part 5

1. Prepare an effective chronological, functional or combination chronological/functional resume
2. Identify employment tools other than the resume that can enhance employability
3. Write effective letters related to employment and complete application forms accurately

BUS-180

1. Identify the business ethics issues and definitions, theories, and frameworks important to decisions;
2. Identify and recognize ethical issues in business;
3. Understand the interrelationship of ethics and social responsibility;
4. Relate the significant issues of an ethical controversy in business to moral philosophy, work group influence, corporate culture, and social responsibility;
5. Choose and defend a theory or principle for resolving an ethical dispute in business;
6. Articulate and defend choices in making ethical dispute in business; and
7. Examine the consequences of unethical and ethical business decisions.

BUS-290

1. Assess your personal interests, skills and abilities.
2. Project a professional image, dressing within office standards as well as demonstrating person hygiene and cleanliness.
3. Display positive interpersonal skills.
4. Demonstrate employment seeking skills.
5. Manage time by prioritizing projects, sequencing a daily routine and maintaining a planner or

checklist.

6. Follow organizational guidelines (workplace rules and relationships).
7. Support purpose and goals of company for which you work.
8. Speak effectively in front of others.
9. Deal with job-related issues such as stress, conflict, and morale as well as job satisfaction and advancement.

BUS-932

Upon completion of this course, the student will have worked 225 supervised hours in an approved business site

ENG-131

1. Punctuate a written business document correctly.

- 1.1 Identify and correct punctuation errors in written documents, class exercises and quizzes.
- 1.2 Apply rules correctly in written work.

2. Construct the possessive forms of words correctly.

- 2.1 Identify and correct possessive form errors in written documents, class exercises and quizzes.
- 2.2 Apply rules correctly in written work.

3. Construct the plural forms of words correctly.

- 3.1 Identify and correct plural forms errors in written documents, class exercises and quizzes.
- 3.2 Apply rules correctly in written work.

4. Compose sentences with proper sentence structure.

- 4.1 Identify and correct sentence structure errors in written documents, class exercises and quizzes.
- 4.2 Create sentences using various sentence structure options in written work.

5. Compose sentences with proper subject and verb agreement.

- 5.1 Identify and correct subject-verb agreement errors in written documents, class exercises, and on quizzes
- 5.2 Create sentences using subject-verb agreement correctly in written work.

6. Compose sentences with proper pronoun agreement and selection.

- 6.1 Identify and correct pronoun agreement errors in written documents, class exercises and on quizzes
- 6.2 Create sentences using proper pronoun agreement and selection in written work.

7. Compose sentences using both active and passive voice

7.1 Identify active or passive voice sentences in written documents, class exercises and on quizzes.

7.2 Rewrite passive/active voice sentences into active/passive voice sentences in class exercise.

7.3 Create both active and passive voice sentences in written work.

8. Compose sentences using parallelism.

8.1 Identify and correct non-parallel construction in written documents, class exercises and in quizzes.

8.2 Create sentences with parallel construction in written work.

9. Format a variety of business documents correctly.

10. Write a variety of business documents effectively.

10.1 Recognize and identify a variety of business documents and the elements important to each type, including promotional letter, informational letter, notification letter, sales letter, letter of inquiry, letter of request, memorandum, letter responding to request, letter of complaint, letter of apology, collection letter, business proposal, formal report, business e-mail.

10.2 Analyze sample documents for inclusion of important elements as class exercises

10.3 Practice writing sample documents in class.

11. Edit written business documents to maintain writing economy/wordiness

11.1 Recognize and identify redundancy, repetition, cliché, conciseness, sprawling phrases, nominalizations, surplus intensifiers, expletive constructions, and effective sentence combining and on hand-outs.

11.2 Identify and correct wordiness in written documents, class exercises and in quizzes

11.3 Create sentences and paragraphs that avoid wordiness in written work.

12. Edit written business documents *for clarity*.

- 11.1 Recognize and identify common clarity errors, including misplaced modifiers.
- 11.2 Identify and correct unclear sentences and paragraphs in class exercises
- 11.3 Write clear sentences in written work.

13. Access information for research using both electronic and paper resources.

- 13.1 Attend information literacy sessions in SCC library and computer lab.
- 13.2 Include researched information in a formal business report.

14. Properly document researched information using both MLA and APA style.

- 14.1 Demonstrate proficiency in MLA and APA documentation and access “Noodle Tools” at SCC library website.
- 14.2 Practice proper documentation during in-class exercise
- 14.3 Prepare “Works Cited” for formal report using MLA or APA documentation style.
- 14.4 Include “parenthetical citations” in body of formal report using MLA or APA documentation style.
- 14.5 Write a formal report which includes “Works Cited” citations and “Parenthetical Citations”

15. Proofread for quality control.

- 15.1 Practice finding typos and mechanical errors in sample writing in class exercises.
- 15.2 Practice reading written documents out loud to find errors.

16. Spell correctly words from list of commonly misspelled business words which SpellCheck may not catch.

Psychology or Sociology elective, General Education elective (6 credits—from 2 areas—Humanities, Math, or Science).