

ACED 4160 ONLINE
Administrative Office Procedures
3 Semester Hours
Spring 2013

Dewar College of Education
Valdosta State University
Department of Adult & Career Education
Conceptual Framework: Guiding Principles (DEPOSITS)
(adapted from the Georgia Systemic Teacher Education Program Accomplished Teacher Framework)

Dispositions Principle: Productive dispositions positively affect learners, professional growth, and the learning environment.

Equity Principle: All learners deserve high expectations and support.

Process Principle: Learning is a life-long process of development and growth.

Ownership Principle: Professionals are committed to, and assume responsibility for, the future of their disciplines.

Support Principle: Successful engagement in the process of learning requires collaboration among multiple partners.

Impact Principle: Effective practice yields evidence of learning.

Technology Principle: Technology facilitates teaching, learning, community building, and resource acquisition.

Standards Principle: Evidence-based standards systematically guide professional preparation and development.

REQUIRED TEXTBOOKS

Burton & Shelton (2011). Office Procedures for the 21st Century, Eighth Edition. Saddle River, NJ: Prentice Hall/Pearson higher Education.

RECOMMENDED TEXTBOOK

Savin, William A. (2005). The Gregg Reference Manual. 10th Edition. NY: Irwin McGraw Hill OR Savin, William A (2010). The Gregg Reference Manual. 11th Edition. NY: Irwin McGraw Hill.

TECHNOLOGY NEEDS:

Computer; Microsoft Office Suite 2007 or 2010; Internet Access; Printer; GeorgiaVIEW access; e-mail access; jump drive.

COURSE DESCRIPTION:

Prerequisite: Completion of ACED 3000 and ACED 3400.

Development of increased awareness of the role and scope of the administrative assistant position.

This course will focus on basic and expanded job responsibilities, professionalism, and performance of simulated office activities.

COLLEGE OF EDUCATION CONCEPTUAL FRAMEWORK PRINCIPLES (CFS)

The following College of Education Conceptual Framework Principles will be addressed in this course:

I. CONTENT AND CURRICULUM: Teachers demonstrate a strong content knowledge of content area(s) and appropriate for their certification levels.

LEARNING OUTCOMES FOR VSU'S CORE CURRICULUM

All learning outcomes in the major continue to build upon those in VSU's Core Curriculum listed at <http://www.valdosta.edu/gec/ProposedNewLearningOutcomes.shtml>.

COURSE OBJECTIVES

(Numbers in parentheses following each objective refer to the College of Education Conceptual Framework Principles.) Upon completion of this course, the student will be able to:

1. Determine the importance of utilizing time well, establish effective time management techniques, and identify time wasters.
2. Identify the role and responsibilities of the office professional.
3. Identify and use effective decision-making techniques.
4. Demonstrate proper business etiquette.
5. Recognize the importance of ethical behavior and identify characteristics of an ethical organization and traits of an ethical employee.
6. Have formatting expertise with a variety of realistic business documents—letters, reports, budgets, electronic calendars, etc.—from a variety of source copies.
7. Describe the types of telephone systems, equipment, and features available and use of proper telephone techniques.
8. Identify the responsibilities of the office professional for meetings and conferences.
9. Describe the duties associated with executive travel including travel arrangements, itineraries, and expense reports.
10. Identify the classes and special services of mail and determine which class should be used when preparing outgoing mail.
11. Identify ways to handle stress on the job and to deal with conflict on the job.
12. Recognize the difference in cultures and their influence on office administrative procedures.
13. Be able to use basic office accounting procedures such as working with bank accounts and petty cash funds.
14. Recognize the various ways to meet and greet visitors, handle appointments, and how to manage diverse situations involving visitors.

COURSE ACTIVITIES / ASSIGNMENTS / REQUIREMENTS

1. The first week of the course, students are required to take a pretest in the distance learning software. There will also be a cumulative final exam to be taken in the distance learning software
2. Each student will be required to complete a simulation of assignments typically found in a business office. Simulation activities are found at the end of each chapter in the textbook.
3. Each student will read assigned chapters, take a quiz over the chapter reading, and complete the Improving Your Writing Skills for each chapter.
4. Each student will submit an SOI on the course and the instructor.

5. Each student will be assigned a partner and the student and the partner will research travel to another country, prepare a PowerPoint presentation on the research, and present their research using the PowerPoint presentation to their classmates using Wimba in the distance learning software.
6. Each student will actively participate in discussions related to business concepts using critical thinking skills as assigned in the distance learning software.
7. Each student will complete a small group of miscellaneous assignments such as web searches and web research.

Your instructor will make every effort to grade all assignments and exams and post the results in the distance learning software within one week from the date the assignment was collected. Not all assignments will be graded. However, even ungraded assignments will be covered on the tests.

COURSE REQUIREMENTS/GRADING PROCEDURE	
TASKS	POINTS
Pretest	10
Improving Your Writing Skills	100
Discussions (6)	85
Simulation/Homework/Daily Work	270
Quizzes	250
Miscellaneous Class/Homework Assignments	45
Travel Project	130
Final (Posttest)	100
SOI	10
TOTAL	1000

PRETEST Although students will take a pretest based on 100 points, they will receive only 10 points as a participation grade. The instructor will record their grade based on 100 points in an Excel spreadsheet, and will replace the grades in the distance learning software gradebook with 10 points.

GRADING SCALE

1000-895 = A 894-795 = B 794-695 = C 694-595 = D <595 = F

ATTENDANCE POLICY

Absences, for whatever reason (excused OR unexcused), will be handled according to school policy as set forth in the Valdosta State University catalog. A student who misses more than 20 percent of the classes will be subject to receiving a failing grade for the course. For Spring 2013 term, 20 percent equals 9.6 hours. To be counted present in an online course, students must actively participate in the distance learning software at least two days a week. If a student does not participate in the distance learning software two days a week, an absence of 3.0 hours will be incurred. If a student only participates one day a week, an absence of 1.5 hours will be incurred.

PROFESSIONALISM

METHOD OF DELIVERY

This class will be delivered as a fully online course, with activities assigned and exams administered over the Internet using the distance learning software platform.

1. It is the student's responsibility to visit the Distance Learning VSU Website at <http://www.valdosta.edu/vista/requirements.shtml> to ensure that all software and equipment requirements are met BEFORE the class begins. Please pay particular attention to the information related to pop-ups and JAVA.
2. The instructor will provide announcements, readings, asynchronous discussions, email communications, and weekly assignments through Learning Modules in the distance learning software.
3. For attendance purposes, students are required to access and participate in an academic event asynchronously over the Internet a minimum of two different days each week.
4. Students are expected to check the distance learning software announcements and email several times a week, as well as their Valdosta.edu e-mail.
5. Students will actively interact with each other, the instructor, the content, and the distance learning software interface.

LIBRARY

For students both on- and off-campus, the Odum Library offers full journals, books and other resources essential for completing course assignments. Go to <http://www.valdosta.edu/library/> or visit the library in person. Librarians are often available to help you in person or via live chats or email.

LATE WORK

All work is to be submitted on time unless arrangements have been made with the professor prior to the assignment's due date. Homework must be turned in by midnight EST on the date it is due. Unless prior arrangements have been made with the professor, late assignments will carry a penalty of 50 percent deduction of the total assignment points before grading. Work will be accepted for grading no later than 48 hours after the due date. After that time a grade of zero will be posted.

MAKE-UP WORK

There will be no makeup for examinations unless a student has made prior arrangements with the professor. If a student misses an examination and permission has not been granted for a makeup exam by the professor, the grade for that student's missed examination will be zero (0). Make-up work, quizzes, exams or alternative assignments will be determined by the professor and will be at the sole discretion of the professor. These assignments may or may not exactly duplicate the original and will not entitle students to the same alternatives since they may not have experienced the same situations. Do not assume you will be allowed to make up an exam or any other assignment.

COMMUNICATION POLICY

Student-to-Instructor and Instructor-to-Student interaction are critical components of any learning environment. Please feel free to email your instructor if you have a question or problem that you would like to discuss in private, contacting your instructor using mgprater@valdosta.edu through your Windows Live e-mail. Please put ACED 4160 in the subject line. Putting "problem" in the subject line along with ACED 4160 will insure a faster response. Please do not send your instructor e-mails through the distance learning software.

Please check your VSU e-mail daily as well as the distance learning software communication. Should there be problems with the VSU e-mail, your instructor will use your the distance learning software e-mail to contact you. In addition, the University sends out e-mails which contain information you need to know as well.

As a safeguard, please save a copy of all assignments on your jump drive, Windows Live, or other personal media until the end of the semester.

FILES

Except for the publisher data files, all PowerPoints, handouts, test links, discussion links, etc. will be found in each learning module in the distance learning software. Publisher data files can be found at http://wps.prenhall.com/chet_burton_officeprocedure_8/145/37259/9538373.cw/index.html.

Choose the appropriate chapter where it says Select Chapter, click Go to the right of the chapter selected, and click on the student data files at the left. You may wish to bookmark this site in your browser, or add it as an additional home page during the course.

BUSINESS EDUCATION MAJORS

If you are a Business Education major, the Travel Project and your self-assessments completed in the simulation must be posted to your LiveText portfolio at the end of the term. In addition, the Travel Project must be sent to your instructor for review in LiveText.

AUDIO AND VIDEO RECORDINGS

No audio or video recording of the class is permissible unless specifically approved by the instructor.

DEWAR COLLEGE OF EDUCATION POLICY STATEMENT ON PLAGIARISM

Below is information directly quoted from the Academic Honesty Policies and Procedures:

Academic integrity is the responsibility of all VSU faculty and students. Faculty members should promote academic integrity by including clear instruction on the components of academic integrity and clearly defining the penalties for cheating and plagiarism in their course syllabi. Students are responsible for knowing and abiding by the Academic Integrity Policy as set forth in the Student Code of Conduct and the faculty members' syllabi. All students are expected to do their own work and to uphold a high standard of academic ethics.

The full text of Academic Honesty Policies and Procedures is available on the Academic Affairs website (<http://www.valdosta.edu/academic/AcademicHonestyatVSU.shtml>).

The consequences for acts of academic dishonesty in the Dewar College of Education are:

FIRST OFFENSE:

1. The faculty member will administer an academic response (e.g. resubmit / retake assignment, failure of the assignment, failure of the course).
2. The faculty member will complete a Dewar College of Education Concern Form (<http://www.valdosta.edu/coe/studentsinfo.shtml>).
3. The faculty member will complete a Valdosta State University Report of Academic Dishonesty (<http://www.valdosta.edu/academic/AcademicHonestyatVSU.shtml>).

SECOND OFFENSE:

1. The faculty member will administer an academic response (e.g. resubmit / retake assignment, failure of the assignment, failure of the course).
2. The faculty member will complete a Dewar College of Education Concern form (<http://www.valdosta.edu/coe/studentsinfo.shtml>). The Dewar College of Education Concern Form Policy will be followed.
3. The faculty member will complete a Valdosta State University Report of Academic Dishonesty (<http://www.valdosta.edu/academic/AcademicHonestyatVSU.shtml>). According

to the Academic Honesty Policies and Procedures document, “after a second (or subsequent) Report of Academic Dishonesty has been submitted to the Student Conduct Office in the Dean of Students Office, official charges will be drawn up and the disciplinary matter will be referred to the Valdosta State University Judicial Committee.”

SPECIAL NEEDS STATEMENT

Valdosta State University is an equal opportunity educational institution. It is not the intent of the institution to discriminate against any applicant for admission or any student or employee of the institution based on the sex, race, religion, color, national origin, or handicap of the individual. It is the intent of the institution to comply with Title VI of the Civil Rights Act of 1964 and subsequent executive orders as well as Title XI in Section 504 of the Rehabilitation Act of 1973.

Students requesting classroom accommodations or modifications due to a documented disability must contact the Access Office for Students with Disabilities located in Farber Hall- South. The phone numbers are 229-245-2498 (V/VP) and 229-219-1348 (TTY).

STUDENT OPINION OF INSTRUCTION

At the end of the term, all students will be expected to complete an online Student Opinion of Instruction survey (SOI) that will be available on BANNER. Students will receive an email notification through their VSU email address when the SOI is available (generally at least one week before the end of the term). SOI responses are anonymous, and instructors will be able to view only a summary of all responses two weeks after they have submitted final grades. While instructors will not be able to view individual responses or to access any of the responses until after final grade submission, they will be able to see which students have or have not completed their SOIs, and student compliance may be considered in the determination of the final course grade. These compliance and non-compliance reports will not be available once instructors are able to access the results. Complete information about the SOIs, including how to access the survey and a timetable for this term is available at <http://www.valdosta.edu/academic/OnlineSOIPilotProject.shtml>.

INSTRUCTOR INFORMATION:

Dr. Cindy Prater

Phone: 229-333-5635

Room 2110, Education Center

E-mail: mgprater@valdosta.edu

Office Hours:

Mon/Wed 1-2, 2-4 p.m.

Thurs. 12-4 p.m.