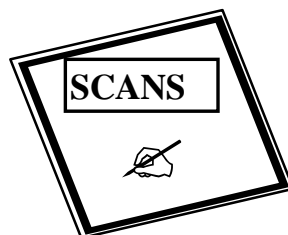




HOUSTON COMMUNITY COLLEGE SYSTEM  
BUSINESS TECHNOLOGY DEPARTMENT  
HOUSTON, TEXAS

## Administrative Systems

POFT 2331



SCANS COMPETENCIES INCORPORATED  
**STUDENT LEARNING OUTCOME (CO)**

**HOUSTON COMMUNITY COLLEGE SYSTEM  
BUSINESS TECHNOLOGY DEPARTMENT  
COURSE SYLLABUS**

**Administrative Systems  
POFT 2331**

**SEMESTER:**

<b><i>Instructor:</i></b>	<b><i>CRN:</i></b>
<b><i>Phone:</i></b>	<b><i>Time:</i></b>
<b><i>Office Hours: By Appointment</i></b>	<b><i>Campus:</i></b>
<b><i>Final Exam:</i></b>	<b><i>Last Day to Withdraw:</i></b>

**COURSE DESCRIPTION**

Experience in project management and office procedures utilizing integration of previously learned skills. Emphasizes responsibilities of the secretary, decision-making competencies, and human relation skills. Simulations provide realist, meaningful office experiences. Students will learn how to operate dictation equipment and apply language to written communications.

**Prerequisites:** Competency in English and Keyboarding.

**REQUIRED TEXTBOOK**

**PROCEDURES OF THE AUTOMATED OFFICE,** Sharon Burton, Nelda Shelton, Lucy Mae Jennings, Prentice Hall, Upper SaddleRiver, New Jersey 07458. Sixth Edition, ISBN: 0-13-112149-9

**OPTIONAL TEXT:** How 10:Handbook for Office Professionals, James L. Clark, 10<sup>th</sup> Edition, 2004. ISBN 0-324-17882-4

**SUPPLIES NEEDED**

Required Textbook, Flash Drives.

**STATEMENT OF PURPOSE**

The purpose of this course is to give a perspective on the role of the secretary. It helps the students to understand the functions that make up an office support or information processing system and acquaints them with today's business terminology.

**STUDENT LEARNING OUTCOME (CO)**

This course is designed to assist students in the attainment of the following competencies.

- Student will demonstrate management, marketing, and problem solving skills by presenting a real world company case study.

**HCCS POLICIES**

Students are responsible for adhering to and following College policies. The Student Handbook is an excellent source of information for the student concerning these policies. The link for the student handbook is located at

<http://www.hccs.edu/students/handbook/HandbookHome2.html>

Students should familiarize themselves concerning class attendance, withdrawals, scholastic dishonesty, and college services.

**STUDENT INFORMATION**

A student handbook is available on the College website: <http://www.hccs.edu>. Look under the student subheading to get detailed information concerning students attending Houston Community College System (HCCS). Data such as withdrawal policies, refund policies, incomplete, late assignments, make-ups, extra credit, grading system, attendance requirements, and other details are included in the student handbook...

### **ADA POLICY STATEMENT**

"Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Services Office at their respective college at the beginning of each semester. Faculty are authorized to provide only the accommodations requested by the Disability Support Services Office." For questions, contact Dr. Becky Hauri at 713-718-7909. Also, visit the ADA web site at: <http://www.hccs.edu/students/disability/index.htm>

### **CLASS ATTENDANCE**

Students are expected to attend all classes in which they are enrolled regularly. Class attendance is the responsibility of the student. It is also the responsibility of the student to consult with the instructor regarding an absence from a class. Class attendance is checked regularly by the instructor. A student may miss 12.5% of total class hours. ***Reports of excessive absence will be sent to the Veterans Administration. Social Security Office and other agencies responsible for aid to the student when appropriate.***

### **DROP OR WITHDRAWAL POLICIES**

A student may drop a course or withdraw from the college by following the procedure outlined by the Campus Director. Should circumstances prevent a student from appearing in person to withdraw, withdrawal may be completed by writing to the Registrar's Office. A drop or withdrawal request will not be accepted by telephone. A student who ceases to attend a class without officially dropping or withdrawing, will be given a grade of "F" for non-attendance. A semester-hour student who fails to attend classes by the twelfth class day of a regular term will be administratively withdrawn from the class roll. Students who officially withdraw from a course during the first twelve days of a regular term will not receive a grade and the course will not appear in their permanent records. Students withdrawing from a course after this period and prior to the deadline designated in the college calendar will receive a "W". A student may not withdraw from a course during the last two weeks prior to the final examination period.

### **ACADEMIC DISHONESTY**

Academic dishonesty can result in a grade of **F** or **0** for the particular test or assignment involved, dropped, and/or expelled from HCCS. Please refer to the HCCS Student Handbook for further information regarding Academic Dishonesty.

### **LATE ASSIGNMENTS and MAKE-UP TEST POLICY**

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. Late assignments and make-up assignments will only be accepted at the discretion of the instructor. All assignments for each level are due at the end of the level assignments.

### **REPEATER POLICY**

Students who take a course for the third time or more will face significant tuition/fee increases at HCC and other Texas public colleges and universities. If you are considering course withdrawal because you are not earning passing grades, confer with your professor/counselor as early as possible about your study habits, reading and writing homework, test-taking skills, attendance, course participation, and opportunities for tutoring or other assistance that might be available.

### **DEGREE PLAN**

Students are encouraged to file a degree plan with a Counselor or the Business Technology Department for the certificate and/or degree plan. Please ask your instructor for Degree Plan information or contact the Business Technology Department at 713-718-7808 for information about filing a degree plan.

**Job Connections Online Placement Services:** <http://jobs.hccs.edu/>

**Students and Alumni** of the Houston Community College System can post resumes and search jobs online. Registration is free.

### **STUDENT EVALUATION**

#### **HCCS Grading System**

The Houston Community College grading system will be used to evaluate students' performance in this course.

Grade	Score
A-Excellent	90-100
B-Good	80-89
C-Fair	70-79
D-Passing	60-69
F-Failure	0-59

**Departmental Grading System**

90-100	A			
80-89	B			
70-79	C	TESTS		50%
60-69	D	ASSIGNMENTS/Class Participation		<u>50%</u>
0-59	F		TOTAL	<u>100%</u>

**NOTE TO STUDENT: If you have any questions or concerns about the course and/or course assignments, please come to me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with my supervisor, Ms. Willie Caldwell, Department Chair, at 713-718-7808 or Room E-119 Scarcella Building or [willie.caldwell@hccs.edu](mailto:willie.caldwell@hccs.edu)**

## LEARNING ACTIVITIES

THE LEARNING ACTIVITIES FOR THIS COURSE ARE READING, RESEARCHING PROJECTS AND ASSIGNMENTS THROUGH THE LIBRARY, PERSONAL INTERVIEWS AND THE INTERNET, ALONG WITH THE LECTURE/DISCUSSION CONDUCTED IN CLASS DURING THE SEMESTER.

ALL ASSIGNMENTS WILL BE COMPUTER GENERATED UNLESS OTHER WISE INDICATED.

NO ASSIGNMENT WILL BE ACCEPTED AFTER THE DUE DATE. EXCEPTIONS WILL BE BASED ON THE INSTRUCTOR'S DISCRETION.

### CHAPTER TEST WILL BE ADMINISTERED AFTER CHAPTERS:

**TEST 1:** 1, 2, 3  
**TEST 2:** 4, 5, 6, 7  
**TEST 3:** 8, 9, 10, 11, 12,  
**TEST 4:** 13, 14

ASSIGNMENTS WILL BE MADE FROM THE FOLLOWING:

- ⇒ KEY TERMS
- ⇒ FOR YOUR DISCUSSION
- ⇒ BASIC SKILLS WORKSHOPS
- ⇒ ON-THE-JOB SITUATIONS
- ⇒ PROJECT AND ACTIVITIES
- ⇒ SURFING THE INTERNET
- ⇒ APPLICATION PROBLEMS
- ⇒ YOUR PORTFOLIO
- ⇒ YOUR ACTION PLAN

# POFT 2331 - ADMINISTRATIVE SYSTEMS

## WEEKLY SCHEDULE OF ASSIGNMENTS

### WEEK 1

#### ORIENTATION

**Orientation: In-House**

**Overview/Syllabus**

**Projects**

- One-page autobiography through WebCT
- On-line Orientation for using the Library on-line (See Student Recourses ICON)
- Submit a one page Report on the on-line orientation and using the Library.

### WEEK 2

#### *CHAPTER 1*

**Read Chapter 1-Understanding the Changing and Challenging Office**

**Projects and Activities:**

Create an Organization Chart. Directions are listed in textbook, page 20.

**Complete Punctuation Workshop**

**Surf the Internet**

All responses are to be sent to the instructor. Research the following:

- List at least five examples of the primary role of today's office professional.
- What is meant by participatory management and how does it affect the organizational structure?
- Discuss the advantages and disadvantages of SOHO.
- Review three job positions. Compare job descriptions and qualifications. List in table form.
- Find an international job opportunity with description and qualifications. List in table form.
- List in table form five Office Support Functions

### WEEK 3

#### *CHAPTER 2*

**Read Chapter 2- Communicating Effectively**

**Punctuation Workshop, page 38**

**Surf the Internet**

- Define and summarize three Personality Types
- Define and summarize examples of Diversity in the Workplace

**Project**

- Think of someone whose personality you admire. Make a list of this person's personality traits that you like and then select the most outstanding traits and describe them in detail. Try to decide why these traits appeal to you. Do you think they would appeal to others? Complete a one-page report.
- Read three (3) articles on criticism in such periodicals as Psychology Today or OfficePRO, concerning the following topics:
  - How to deal with criticism when you know it is justified.
  - How to deal with criticism when you know it is correct.
  - How to control your emotions.
  - How to deal with unjust criticism.

### WEEK 4

#### CHAPTER 3

**Read Chapter 3- Managing Your Work, Time and Resources**

**Capitalization Workshop p. 77**

### **Surf the Internet**

- Locate information on Stress Management
- Locate at least three articles on Time Management Techniques. Write a summary of each.

### **Project**

- Describe the importance of planning and organizing large projects.
- Suggest at least ten guidelines an office professional can follow to establish his or her work habits

## ***CHAPTERS TEST 1, 2, AND 3 (See Icon QUIZZES)***

### **WEEK 5**

#### **CHAPTER 4**

**Read Chapter 4- Using Technology and Understanding the Office Professional's Role**

**Capitalization Workshop, page 115**

### **Surf the Internet**

- Define Ergonomics in a one page Report.
- Define Computer Viruses and name five viruses and their cures.
- Define Computer Crimes in a one page Report and include at least two legal cases on computer crimes.
- Give examples of two Antivirus Software packages.

### **Project**

- Student will complete the spreadsheet shown in Figure 4-9 of the textbook, using a spreadsheet software program. (Example: EXCEL)
- Student will enter the formulas to total each quarter vertically and the sales items horizontally.
- Student will e-mail a copy of the completed spreadsheet.
- Student will e-mail a copy of the completed spreadsheet displaying all formulas.

### **WEEK 6**

#### **CHAPTER 5**

**Read Chapter 5-Preparing Communication**

**Capitalization Workshop, page 144**

### **Surf the Internet**

- Complete a one page Report on Copyright Guidelines pertaining to the Internet

### **Project**

- Research and e-mail formatted examples for addressing envelopes to countries, such as: Canada, Mexico, Japan, and England.
- Keyboard and e-mail an example of each of the following: Modified letter, (Open Punctuation); Modified Letter with indented paragraphs, (Mixed Punctuation); Block Letter, with special notations; Second page of any style letter; Personal letter; Standard Memo; Informal Memo, and A two page Left bound Report, with a Title Page and An Outline.

### **WEEK 7**

#### **CHAPTER 6**

**Read Chapter 6- Processing Mail**

**Number Usage Workshop, page 163**

### **Surf the Internet**

- Complete a short Report on Email Etiquette

- Compare Shipping Rates for FedX, UPS, USPS in a Table Format or the following: Special handling of an item weighing over ten pounds; insurance for a package valued at \$60; mailing a 16-pound parcel in domestic and international postal zones.
- Name the postal location in Houston, TX that is open 24 hours a day, seven days a week and 365 days a year.
- Submit at least different kinds two Postal Software and Mailing List Software.

## WEEK 8

### CHAPTER 7

Read Chapter 7- Records Management

### Number Usage Workshop, page 231

#### Surf the Internet

- Compare in Table Format information on at least two (2) different Data Management Software Packages.

#### Project

- Complete names in indexing order. Using our indexing order, arrange in alphabetical order for submission to instructor. Page 234.

## *MID TERM EXAMINATION – Chapters Test 4-7*

## WEEK 9

### CHAPTER 8

Read Chapter 8-Handling Financial Procedures

Business Math Workshop, pages 265-266

#### Surf the Internet

- Write and submit a one page Report on Alan Greenspan.
- Write and submit a Report on the Federal Reserve Bank and how it operates and list the locations of the Reserve Banks.
- Complete and submit Application 8-B: Payroll. Page 270.

## WEEK 10

### CHAPTER 9

Read Chapter 9-Providing Customer Service, Scheduling Appointments, and Receiving Visitors

#### Project: Submit the interviewee's responses in report form

- Interview an office assistant for the following information about scheduling appointments:
  - Guidelines in setting up appointments
  - Ways in which calendars are coordinated between the office professional and managers
  - Preferences or procedures for greeting visitors, refusing appointments, and terminating visits.

#### Surf the Internet

- Find at least three (3) desk appointment calendars available. Write down the name and cost of the one you would select for your own use as an office professional and for your manager. Write down the features that appealed to you. Submit the report to your instructor.

## WEEK 11

### CHAPTER 10

Read Chapter 10-Making Travel Arrangements

## **Reading Workshop Page 328**

- Complete and Submit For Review: Expense Report  
Document located on pages 556 and 557. Retrieve file from your CD Rom: C10-WKS.DOC

### **Surf the Internet**

Complete and submit a Travel Itinerary to San Francisco for a business trip. The travel dates are November 3-7. Include prices for a wine tour on November 5.

## **WEEK 12**

### **CHAPTER 11**

#### **Read Chapter 11-Planning Meetings and Conferences**

### **Surf the Internet**

- Locate the sales or catering departments of two (2) hotels. Request the following information:
  - Approximate cost of a room to hold a meeting for 10, 30, or 100 people.
  - A price list for refreshments
  - Do they rent audiovisual equipment? If so, what types, and what do they cost?
  - How far ahead do you reserve the room?
  - What are the rules for canceling room reservations?
  - What other features do they offer companies for planning meetings at their hotels?

Summarize and submit your finding in report form to your instructor.

## **WEEK 13**

### **CHAPTER 12**

#### **Read Chapter 12 - Using Telecommunications in the Office**

### **Project**

Describe the procedures for answering, transferring, and screening office calls, and placing and receiving long-distance calls. Submit to instructor in report form.

### **Surf the Internet**

- Summarize and submit guidelines on Telephone Etiquette.
  - Compare two different Voice Recognition softwares. List the advantages and disadvantages of each.
- Summarize your findings and send in Memo form to your instructor.

## **WEEK 14**

### **CHAPTER 13 and CHAPTER 14**

#### **Read Chapter 13 - Working in a Medical Office and Read Chapter 14 - Working in a Legal Office**

### **Project Chapter 13**

Submit a report on the following topics to your instructor:

- Discuss the basic office and clinical skills that are needed to work in the four major departments usually found in medical offices.
- Explain the basic requirements of HIPAA that applies to medical offices.

### **Surf the Internet**

- Locate three or more types of online medical offices practices and the specialties they may engage in to help patients.
- Locate at least three medical careers you might be interested in and what your responsibilities would be to each position.

Submit findings in report form to instructor.

### **Project Chapter 14**

Ms. Brown, your attorney in a small office, dictates a letter to you to send out under her signature to a client who has not returned the documents she was to review. The deadline for filing the document with the court is fast approaching. Write the letter. What should the letter contain? How will you need to include in the letter? Where will you locate the needed information? Write step-by-step instructions on how you will handle this situation and submit to your instructor.

## **WEEK 15**

**Read Chapter 15 - Preparing for Your Job Search and**

**Read Chapter 16 - Preparing to Meet the Challenges**

### **Project Chapter 15**

You have received two job offers. One is from a small metal-building manufacturer who employs a total of 100 employees with only one fabrication facility. The second offer is from a national insurance company with thousands of employees and regional offices covering the United States. The smaller of the two companies offers a starting salary that is \$1,000 per year more than the national insurance company, but it has no retirement or profit sharing plan. The larger company offers \$1,000 less in direct compensation but provides a liberal benefits package that includes sick leave, profit sharing, and retirement plans. As you consider these two options, consider the following questions:

- Which company offers the greatest potential opportunities for growth both personal and professional, the greatest monetary gain, and the best benefits package?
- Are you looking for immediate financial gain with limited career growth
- Are you looking for possible long-term financial gain with possible long-term security?

### **Project Chapter 16**

- Submit a Current Resume
- Compare and contract two (2) online job search web sites. Submit to instructor.

- ***Chapters Tests 8-16***

***FINAL EXAMINATION – TBA***

## SCANS CROSSWALK OF WORKPLACE COMPETENCIES WORKPLACE COMPETENCIES

If no check mark appears, the chapter does not contain that

Competencies	Chapters						
	C1	C2	C3	C4	C5	C6	C7
<b>I. RESOURCES</b>							
1. Time			x		x	x	x
2. Money							
3. Material/Facilities			x		x	x	
4. Human Resources							
<b>II. INTERPERSONAL</b>							
1. Participates As A Member Of Team	x	x	x	x	x	x	x
2. Teaches Others New Skills	x						
3. Serves Clients I/Customers	x						
4. Exercises Leadership	x	x	x				
5. Negotiates							
6. Works With Diversity	x	x	x				
<b>III. INFORMATION</b>							
1. Acquires And Evaluates Information		x	x	x	x	x	x
2. Organizes/Maintains Information			x	x		x	x
3. Interprets I Communicates Information			x	x	x	x	x
4. Uses Computers To Process Information					x		x
<b>Iv. SYSTEMS</b>							
1. Understands Systems	x		x		x	x	x
2. Monitors/Corrects Performance		x	x		x		
3. Improves/Designs Systems							
<b>V. TECHNOLOGY</b>							
1. Selects Technology							
2. Applies Technology To Task		x	x	x		x	
3. Maintains/Troubleshoots Equipment							

## FOUNDATION SKILLS

<u>Competencies</u>	<u>Chapters</u>						
	C1	C2	C3	C4	C5	C6	C7
<b>I. BASIC SKILLS</b>							
1. Reading	x	x	x	x	x	x	x
2. Writing	x	x	x		x	x	x
<b>3. Mathematics</b>							
x. Speaking	x	x			x	x	x
5. Listening				x	x	x	x
<b>II. THINKING SKILLS-ABILITY</b>							
1. To Learn	x	x	x	x	x	x	x
2. To Reason	x	x	x	x	x	x	x
3. To Think Creatively	x	x	x	x	x	x	x
x. To Make Decisions	x	x	x	x	x	x	x
5. To Solve Problems	x	x	x	x	x	x	x
<b>III. PERSONAL QUALITIES</b>							
1. Individual Responsibility	x	x	x	x	x	x	x
2. Self-Esteem/Self Management		x	x			x	x
3. Sociability							
4. Integrity	x	x					

## WORKPLACE COMPETENCIES

<u>Competencies</u>	<u>Chapters</u>						
	Ch8	C9	Ch10	Ch11	Ch12	Ch13	Ch14
<b>I. RESOURCES</b>		<b>x</b>					<b>x</b>
1. Time	x						x
2. Money							
3. Material/Facilities	x	x	x	x	x	x	
4. Human Resources	x	x	x		x	x	
<b>II. INTERPERSONAL</b>							
1. Participates As A Member Of Team	X	X	X	X	X		X
2. Teaches Others New Skills							
3. Serves Clients/Customers			X		X	X	
4. Exercises Leadership			X				
5. Negotiates						X	
6. Works With Diversity		X	x	x	x		

**Competencies****Chapters**

**Ch8   Ch9   Ch10   Ch11   Ch12   Ch13   Ch14**

**III. INFORMATION****1. Acquires And Evaluates**

Information	x	x	x	x	x	x	
2. Organizes/Maintains Information	X	x	x	x	x	x	x
3. Interprets/Communicates Information	X	x	x	x	x	x	
4. Uses Computers To Process Information				x	x	x	x

**IV. SYSTEMS**

1. Understands Systems	x	x	x	x	x		
2. Monitors/Corrects Performance					x		
3. Improves/Designs Systems					x		

**V. TECHNOLOGY**

1. Selects Technology			X				
2. Applies Technology To Task			X			X	
3. Maintains/Troubleshoots Equipment							

**FOUNDATION SKILLS****Competencies****Chapters**

**Ch8 Ch9 Ch10 Ch11 Ch12 Ch13 Ch14**

**I. BASIC SKILLS**

1. Reading		x	x	x	x	x	x
2. Writing		x	x	x	x	x	x
3. Arithmetic/Mathematics		x	x	x	x	x	x
4. Speaking			x	x	x	x	
5. Listening		x	x	x	x	x	x

**II. THINKING SKILLS-ABILITY**

1. To Learn			x	x	x	x	x	x
2. To Reason			x	x	x	x	x	x
3. To Think Creatively			x	x	x	x	x	x
4. To Make Decisions				x	x	x	x	x
5. To Solve Problems			x	x	x	x	x	x

## Competencies

## Chapters

Ch8 Ch9 Ch10 Ch11 Ch12 Ch13 Ch14

### III. PERSONAL QUALITIES

1. Individual Responsibility	x	x	x	x	x	x	x
2. Self-Esteem/Self- Management	x	x					x
3. Sociability							
4. Integrity							

### SUPPLEMENTAL ENRICHMENT ACTIVITIES

Depending on **the time** frame within which you are working, you may wish to include a variety of activities in the course. Here are a few suggestions.

- Have students prepare a bulletin board display for each of the content areas.
- While studying each content area, invite a professional from that field to speak to the class. Ask the professional to share tips and techniques that have been helpful for success.
- Arrange for a field trip to companies so that students can learn first-hand how the specific concepts are used in those companies.
- Invite an employment counselor to class to speak to students about targeted occupations in your immediate service area.
- Invite a multi-cultural relations coordinator to speak to students about issues companies are addressing in their multi-cultural training programs to improve the quality and thus the productivity of its workforce.
- Utilize demonstrations and videos for teaching current improvements in technology that affect office tasks. Contact your Prentice Hall sales representative for a list of videos related to the topics presented in the student text.
- Assign team projects covering concepts discussed within chapters. Outline good teamwork skills. Be specific about the procedures the teams are to follow. Ask each team to report orally a summary of the main points learned. Ask each member of the team to evaluate team member's ability to work within the team.



**HOUSTON COMMUNITY COLLEGE SYSTEM  
BUSINESS TECHNOLOGY DEPARTMENT**

**Student Questionnaire**

<b>Name:</b>	<b>Last Name</b>	<b>First Name</b>	<b>MI</b>	<b>Social Security #</b>
<b>Address:</b>	<b>Street</b>	<b>Apt. #</b>	<b>Home Telephone</b>	
<b>City</b>	<b>State</b>	<b>Zip Code</b>	<b>Cell Telephone #</b>	
<b>E-mail address:</b>				

**Educational Plan**

Have you determined your major? \_\_\_\_\_ Yes      No \_\_\_\_\_

Have you filed a degree plan? \_\_\_\_\_ Yes      No \_\_\_\_\_ (If no, please see your instructor or Business Technology Department Chair.)

**Graduation Target Date:** \_\_\_\_\_

(Must apply for graduation via the counselor's office in order to receive your certificate or degree)

**Employment History**

Are you currently employed? \_\_\_\_\_ Yes      No \_\_\_\_\_

Is your employment \_\_\_\_\_ Part-time?      or \_\_\_\_\_ Full-time?

If you are employed, please complete the following:

**Employer** \_\_\_\_\_

**Address** \_\_\_\_\_

**City** \_\_\_\_\_ **St** \_\_\_\_\_ **Zip** \_\_\_\_\_ **Phone#** \_\_\_\_\_

**Comments:**

---



---



---

If you have any questions, please call 713-718-7808, or Fax 713-718-6774 between 8:00 a.m. – 5:00 p.m.

HCC seeks to provide equal educational opportunities without regard to race, color, religion, national origin, sex, age, or disability.

**Willie T. Caldwell, Department Chair  
10141 Cash Road, N-109 , Stafford Texas 77477**

HOUSTON COMMUNITY COLLEGE SYSTEM  
BUSINESS TECHNOLOGY DEPARTMENT

STUDENT QUESTIONNAIRE



**Student Success**  
**Organizational Stewardship**  
**Business Technology Department**

STUDENT ADVISEMENT CHECKSHEET

When teaching Business Technology courses, it is a **requirement** for the professor to inventory and complete the below list of advisement items from each student.

Have you been informed about **degree plans** (contractual agreement)?

Yes  No

Have you been made aware of the importance of completing an application for **graduation** in order to receive your certificate or degree? Yes  No

Have you been given **job placement** information including:

- Job Placement Contact Person with
  - E-mail address
  - Telephone Number
  - Location
- Website address
- Access instruction for website including directions on how to navigate the job placement website

Yes  No

Name \_\_\_\_\_

Print "your" Name

I, \_\_\_\_\_, have been given

Student Signature

Information regarding the above listed items.

Date \_\_\_\_\_

Instructor Signature \_\_\_\_\_

This form will be returned to Willie Caldwell's office on date of completion.

# EFFECTIVE JOB PERFORMANCE: The Skills Employers Want

## FIVE COMPETENCIES

### **Resources: Identifies, organizes, plans, and allocates resources**

- A. *Time*—Selects good relevant activities, ranks them, allocates time, and prepares and follows schedules
- B. *Money*—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. *Material and Facilities*—Acquires, stores, allocates, and uses materials or space efficiently
- D. *Human Resources*—Assesses skills and distributes work accordingly, evaluates performance and provides feedback

### **Interpersonal: Works with others**

- A. *Participates as Member of a Team*—contributes to group effort
- B. *Teaches Others New Skills*
- C. *Serves Clients/Customers*—works to satisfy customers' expectations
- D. *Exercises Leadership*—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- E. *Negotiates*—Works toward agreements involving exchange of resources, resolves divergent interests
- F. *Works with Diversity*—works well with men and women from diverse backgrounds.

### **Information: Acquires and uses information**

- A. *Acquires and Evaluates Information*
- B. *Organizes and Maintains Information*
- C. *Interprets and Communicates Information*
- D. *Uses Computers to Process Information*

### **Systems: Understands complex inter-relationships**

- A. *Understands Systems*—knows how social, organizational, and technological systems work and operates effectively with them
- B. *Monitors and Corrects performance*—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. *Improves or Designs Systems*—suggests modifications to existing systems and develops new or alternative systems to improve performance

### **Technology: Works with a variety of technologies**

- A. *Selects Technology*—chooses procedures, tools or equipment including computers and related technologies
- B. *Applies Technology to Task*—understands overall intent and proper procedures for setup and operation of equipment
- C. *Maintains and Troubleshoots Equipment*—prevents, identifies, or solves problems with equipment, including computers and other technologies

## A THREE-PART FOUNDATION

*Basic Skills:* Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. *Reading*—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. *Writing*—communicates thought, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. *Arithmetic/Mathematics*—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. *Listening*—receives, attends to, interprets, and responds to verbal messages and other cues
- E. *Speaking*—organizes ideas and communicates orally

**Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons**

- A. *Creative Thinking*—generates new ideas
- B. *Decision Making*—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternatives
- C. *Problem Solving*—Recognizes problems and devises and implements plan of action
- D. *Seeing Things in the Mind's Eye*—organizes, and processes symbols, pictures, graphs, objects, and other information
- E. *Knowing How to Learn*—uses efficient learning techniques to acquire and apply new knowledge and skills
- F. *Reasoning*—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

**Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty**

- A. *Responsibility*—exerts a high level of effort and perseveres towards goal attainment
- B. *Self-Esteem*—believes in own self-worth and maintains a positive view of self
- C. *Sociability*—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- D. *Self-Management*—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. *Integrity/Honesty*—chooses ethical courses of action