



OFC 255: Executive Office Procedures

Students become familiar with the various duties and responsibilities of an administrative assistant. Emphasis is placed on developing critical thinking skills, interpersonal skills, time management, problem solving, organizational skills, and communication. Students are given an overview of the duties within an office, including scheduling appointments, handling mail, telephone etiquette, corresponding with email, and making travel arrangements. Students use Microsoft Outlook and prepare to take the Microsoft Office Outlook certification exam. Prerequisite: OFC 113 and OFC 117 with a grade of C or better or permission of the department chair. Three lecture hours per week. Instructional Support Fee applies.

Course Student Learning Outcomes

1. Demonstrate skills and knowledge necessary to work in an office environment.
2. Demonstrate competency in performing the operational functions of an administrative assistant.
3. Develop skills in human relations, leadership, and decision making.
4. Learn about other groups and cultures through service-learning experience.
5. Explore personal values, ethics, and ideology.
6. Strengthen personal skills (e.g., listening, communication, etc.).
7. Learn how to apply academic knowledge in the real world.
8. Integrate theory and experience.
9. Demonstrate how to work collaboratively with others.

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1. Develop the skills for the Outlook Certified Application Specialist exam.

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1. Master navigation tools.

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1. Master all features of Outlook to use them efficiently.

Credits: 3

Program: Office Administration