INSTRUCTOR: Tonya McCabe
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OFFICE HOURS: Monday through Thursday: 10:00 – 11:00 am
Friday: By Appointment
Salish Hall: 220-44

REQUIRED TEXTBOOK: *Procedures and Theory for Administrative Professionals* (7th Edition w/ CourseMate Access Code bundled) by Stulz/Shumack/Fulton-Calkins. Published by South-Western/Cengage. Custom Bundle ISBN: 9781133396017

Click here to go to the GRCC Bookstore

PREREQUISITES: BTAC 100, Fundamentals of Computers **and**
BTAC 130, Business Correspondence **and**
Eligible for English 101

COURSE ESSENTIALS:
In order to take this online class you must have the following:

1. The required textbook and the required workbook.

2. Green River Student E-Mail account: Green River Community College provides free email accounts for registered students. Go to the web address: http://www.greenriver.edu/studentemail/ and follow the appropriate links to set up your account. **You are required to activate and check your Green River student email account at least once a day.**

3. 1 GB or larger USB Flash drive or other storage device.

4. Computer Requirements: MS Office 2010, Windows 7 or 8, and a reliable high speed Internet access (ISP of your choice).

COURSE DESCRIPTION
The focus of this course is to provide instruction and activities directed toward technology, communication, and human relations skills of the administrative support professional. Topics include organizational structures, virtual offices, teamwork, anger, stress, and time management, ethics, diversity, and sexual harassment, communication essentials, customer service, postal services, telecommunications, meetings and travel, job search, and leadership elements.

COURSE CONTENT LEARNING OUTCOMES
Students will participate in a minimum of 30 hours of experiences integrated into the course content to develop skills and knowledge regarding effective interpersonal relationships and an understanding of self and peers in team situations as well as develop an appreciation of socio-cultural differences and an understanding of the nature of conflict and its resolution. Human relations skills will be developed by participation in the following:

1. Participating in group discussions
2. Demonstrating conflict resolution techniques
3. Giving and receiving constructive criticism
4. Discussing the contribution of different personality styles to teamwork scenarios

5. Discussing ethical and diversity issues
6. Participating in sexual harassment discussions; identifying current laws and procedures

Upon successful completion of the class, students will be able to:

1. Identify organizational structures and specific challenges to the administrative support professional
2. Identify ergonomic issues within the workplace; identify state and federal resources
3. Recognize appropriate and inappropriate workforce behaviors
4. Identify effective stress management and conflict resolution techniques
5. Identify effective time management strategies
6. Demonstrate effective writing techniques in the context of messages, agendas, meeting minutes, and reports
7. Recognize the impact of non-verbal communication
8. Identify effective listening skills; assess his/her own listening competencies
9. Demonstrate appropriate verbal and non-verbal communication techniques
10. Identify and demonstrate effective customer service skills
11. Identify various technology issues for the administrative support professional including changing hardware and software technologies, ethics, privacy issues, mail, and telecommunications
12. Recognize general procedural requirements for event planning and travel arrangements
13. Recognize key job search strategies
14. Identify potential leadership and management responsibilities
15. Learn to be a productive member of an office team

CAMPUS-WIDE LEARNING OUTCOMES:

Responsibility:
Encompasses those behaviors necessary to be effective members of a community i.e. regular attendance, punctuality, class preparedness, timely submission of assignments, an atmosphere of mutual respect, and communication with the instructor.

Students will meet the above objectives by:

- meeting obligations necessary to complete individual and/or group tasks
- respecting the needs and rights of others
- accepting consequences of failure to fulfill agreed upon expectations
- preparing for lecture and discussions
- attending class regularly and punctually
- meeting assigned deadlines for assignments
- demonstrating appropriate in-class attitude and behavior
- demonstrating knowledge of and a willingness to accept stated agreed upon expectations, policies, behavior, and procedures as stated in the course syllabus

Critical Thinking:
Students will be expected to apply information to problem solving activities including written assignments, lab problems, and teamwork.

Students will meet the above objectives by:

- reading text closely, noting key ideas, and looking up key words
- paying close attention to lecture and discussion, looking for assumptions behind statements, and trying to understand the speaker's perspective
- inquiring at an appropriate time to understand and evaluate information presented
- preparing for lecture and discussions
- connecting past learning with current topics

- demonstrating active listening skills
- providing reasons for the conclusions he/she reaches
- verifying the adequacy of decisions

Written Communication:
Encompasses all the abilities necessary for effective expression of thoughts, feelings, and ideas in written form.

This ability will be practiced and assessed through the following course activities:

- expressing a clear sense of purpose, unity, and focus in his/her writing
- demonstrating clear organization of his/her thoughts in written form
- writing well organized communications with correct grammar, punctuation, and spelling
- maintaining coherence from one idea to the next using effective transitions
- presenting the logical connection of relationships between ideas in written documents
- interpreting and correctly responding in a written form to information found in the course textbook

INSTRUCTIONAL PROCEDURES:
Lecture-content, discussion board, and hands-on assignments will be the main focus of instruction. During the quarter students will be required to complete individual and community learning assignments. Written tests will be used to assess the student's progress.

COMPUTER LAB USE:
This is a 100% online class and it is anticipated that you are using your own computer to complete this course.
However, if needed, the computer labs in SH 154, SH 350, SH 352, HL 147 and HL 149 may be available to you if they are not being used by other courses and if you can gain access. Our ability to provide "open lab" time is greatly reduced from what it has been in the past. The labs ***may be*** open for limited use Monday-Sunday from 7:30 am – 10:00 pm (again, contingent upon scheduling of other classes and staff to provide access). If the doors are locked, and it is between the hours of 7:30 am and 4:00 pm on Monday through Friday, you will need to try and find a BTAC professor to let you in (and we may or may not be available; please be respectful of the fact that faculty have many responsibilities and we are not always in our offices during non office-hour times). If the doors are locked and it is ***after 4:00 pm*** Monday – Friday OR it is a Saturday or Sunday, please go to the Administration building and ask a Safety Officer to escort you to the lab and let you in. I provide rosters of all my classes to Safety and grant authorization to you to use the labs during the after office hours accordingly.

If you choose to complete your online coursework in a GRCC lab, you agree to adhere to the Green River Community College's policies as follows:

No Food or Drink are allowed in the labs.

Children will not be allowed in class during class time and/or lab time.

When using the BTAC computer labs, you are bound by and agree to the Green River Community College Acceptable Use Policy. The policy is found in the Student Handbook under Computer Access or at the Web site http://www.greenriver.edu/library/libinfo/accusepol.htm.

GREEN RIVER STUDENT EMAIL:
Green River Community College now provides free email accounts for registered students. Go to the web address: http://www.greenriver.edu/studentemail/ and follow the appropriate links to set up your account. Please activate your GRCC Student email account as I often send emails to your student email account via the Green River system.

STUDENTS SUBJECT TO PROVISIONS OF AMERICANS WITH DISABILITIES ACT:
If you believe you qualify for course adaptations or special accommodations under the Americans With Disabilities Act, it is your responsibility to contact the Disabled Students Services Coordinator in the LSC and provide the appropriate documentation. If you have already documented a disability or other condition through the GRCC Disability Support Services Office, which would qualify you for special accommodations, or if you have emergency medical information or special needs I should know about, please notify me during the first week of class.

You can reach me at tmccabe@greenriver.edu or you can schedule an office appointment to meet me in the SH Office Building, office number 220-44 during my posted office hours or at another mutually determined time. If this location is not convenient for you, we will schedule an alternative place for the meeting. If you use an alternative medium for communicating, let me know well in advance of the meeting (at least one week) so that appropriate accommodations can be arranged.

GENERAL COURSE CALENDAR/OUTLINE
Weeks for this course begin at 6:00 am on Saturday and end at 2:00 pm on Friday. To simplify matters for you, I release the lecture and assignment material for each week on Saturday at 6:00 am and most individual assignment work is due at 2:00 pm on Friday. While I consider the work week to be Monday-Friday, this allows you the flexibility of working on the weekend if you choose. Please note that there are discussion board activities in this class and your original response postings for those activities are due by Wednesdays with peer responses due by Fridays. Please see your course calendar.

For each week of the course, you will need to complete all tasks contained within each Chapter's module including, but not limited to, the following:

1. Read the assigned chapter(s).
2. View any PowerPoint lectures, videos, or other materials as directed.
3. Complete all individual assignments and submit them via the appropriate digital drop box by 2:00 pm on Friday of the week the assignments are assigned.
4. Complete any quizzes assigned; please note – quizzes count as assignments, not exams.
5. Complete any discussion board requirements by the required due date/time.
6. Complete any team assignments and submit them as instructed by the due date and time.

For the first week of the course, I do not have any textbook assignments due as I know many students have delays in getting their textbooks in the first few days of class due to financial aid issues. I do however assign tasks to be completed in the first week. These items help you become more familiar with Canvas, submitting assignments, and taking online assessments.

ASSIGNMENTS:
We cover 21 different topics/units in this course! This means we will be covering multiple topics/units each week. In fact, in the first two weeks of the course, we will cover FIVE different units. There is a lot of material and you cannot procrastinate in this class. The great part is that everything we will cover in this class will help you be **successful** in the work environment! This is, by far, my favorite class to teach and if you will put the work/effort into the class, I promise you, it can enable you to gain the knowledge, skills, and abilities you need to be a successful professional in today's work environment.

You need to complete all required assignments by their respective due dates. The calendar details when each unit becomes available, due dates for the assignments as well as when the exams are available and closed.

Again, please print the course calendar and keep track of due dates! It is your responsibility to submit your work on time.

All assignments must be submitted to me via the appropriate digital drop box (unless otherwise directed) by the due date/time. Each unit will be housed in its own module. Within each module you will find the lectures, assignments, and digital drop box(es) for that unit.

All assignments, with the exception of the expense report, flyers, etc. **must be double-spaced**. This allows me to annotate comments directly on your document.

Submitting Assignments: It is ***your responsibility*** to submit the correct assignment, saved in the correct format, to the correct drop box by the due date and time. When an assignment is complete, proofread it carefully before submitting. *This is a 200 level college course with two writing prerequisites. I expect you to submit work that represents college level writing. Significant deductions will be taken for poor writing, typos, etc.*

Please do not type your answers to assignments within the Digital Drop Box text area; please attach your file(s). If you do not submit the correct file, in the correct format, to the correct drop box or you do not correctly upload the correct file to the correct drop box, ***you will not receive credit for the assignment submitted***. You MUST take responsibility for submitting the correct file to the correct drop box by the due date/time. **Please note: Canvas allows you to make multiple submissions to the drop box. If you make an erroneous submission and catch it before I grade it, you may resubmit. However, if I've already graded the assignment, you may not resubmit.**

I reserve the right to grade assignments at any point after you've submitted them, even if it is before the due date/time.

The Drop Box for each assignment will close on the due date and time listed on the class calendar unless I have announced a different due date/time. **There will be NO extensions given to the due dates/times for assignments unless you have a documented medical or legal emergency and your documentation provides clear evidence that you were unable to complete the work.**

Grading of Assignments: I will grade and provide feedback (via Canvas) to the files you submit to the digital drop box within approximately one week of the due date.

TEAM TASKS: There are two team tasks in this class –(they are in the Team Building unit – go figure!) I will place you in learning teams for this unit. The following are my teamwork standards that I expect you to follow in this class:

TEAMWORK STANDARDS:

Team Leaders have the right and responsibility to set whatever deadlines they feel they need in order to manage the team tasks. If you miss any deadline set by the Team Leader, then you forfeit your opportunity to participate in the team tasks and will lose those points.

All team members are expected to contribute equally to each team task. If I determine that a team member is not participating sufficiently in the team task, then that team member will not receive credit for the team assignment.

TESTS: There will be three unit exams and a comprehensive final exam. Please check the course calendar for dates. The tests are timed and may not be restarted once you begin. There is also no backtracking allowed in the tests. You must answer each question before moving on to the next question. Tests may cover specific course

content including the textbook, PowerPoint lectures, and additional readings on the Internet. Tests could include multiple choice, true/false, short answer, or essay questions. When answering short answer or essay questions, answers that are given with typos or mis-spelled words will be marked incorrect. Please do NOT take the tests with a wireless connection as it has proven to be unreliable. I will not reset an exam because you lost your Internet connection. You need to make sure that you are using a reliable source (i.e. WIRED, not WIRELESS). If your home computer network does not provide you with this option, find another location).

Any requests to take a test outside of the test dates/time as given must be made at least 24 hours ***in advance*** of the scheduled test date time and approval or denial of your request is by my discretion. My general rule is that make up tests are only provided if you have a **documented and unavoidable medical or legal situation that prevented you from taking the test.**

COURSEMATE WEBSITE: You will be using the CourseMate website to complete some of the assignments in this course. I've posted information on how to register for CourseMate in the Getting Started Module. **Please make sure you register and create your user ID for the CourseMate site in the first week of class.** I posted detailed registration directions in the Getting Started module. You will need the Access code that came bundled with your textbook and my course key. The course key is: CM-9781111957872-0000180. I've also provided this in the "Quick Start" guide that I posted in Canvas.

ENGLISH DRILL ASSIGNMENTS: Throughout the quarter you will have "English Drill" assignments. These assignments enable you to demonstrate your proficiency with writing elements such as abbreviations, capitalization, proper use of punctuation, parallelism, proper word usage, proofreading marks, writing with numbers, proper use of plurals and possessives, subject-verb agreement, spelling, and pronouns.

To complete these English Drill assignments, you must use the Reference Guide PDF file I have provided in the Getting Started module in Canvas. This Reference Guide is slightly different than the one in the back of your textbook (the concepts are the same, but the rule numbers are enumerated differently); again, you MUST use the PDF Reference Guide provided in Canvas in order to receive proper credit for your English Drill submissions.

CANVAS' DISCUSSION BOARDS: Within our online community, be respectful of others. Please regard all postings with respect. Please don't post profanities, insults, or inappropriate/derogatory or "snarky" remarks. These types of postings may result in loss of points or depending on the degree and frequency, disciplinary action. Further, your postings must demonstrate college level writing. ***If you submit posts with three or more errors (typos, spelling, punctuation, etc.) you will not receive credit for participating in the discussion forum.***

TECHNICAL ISSUES: It is each student's responsibility to keep all software, Internet connections, equipment, etc. up to date and compatible with the course requirements. Check all connections and software downloads immediately at the start of the quarter and make certain everything is functioning properly to assure your FULL participation in the class. ***It is your responsibility to ensure you have the proper hardware, software, and internet connection to successfully handle the download and upload requirements of this course.*** Course grading and assessment will be based on work successfully submitted. Consideration will not be given for late/missing assignments or tests due to technical issues (i.e. "My Internet went down so I couldn't take the test or submit my work.").

COMMENT BOXES IN CANVAS: Please do not utilize the "comment/conversation" feature within the submission process on your assignments. Apparently the "comments" students post to assignments in Canvas are not always visible to the Instructor. Therefore, **please use your STUDENT EMAIL to email me comments, questions, or concerns.** You, of course, may also meet with me during my office hours.

EMAILING THE INSTRUCTOR: Please do not email me through CANVAS. Please use your STUDENT GRCC EMAIL to email me. The way Canvas structures emails is like a never ending thread; the emails are not self-contained to their respective subjects. This makes it difficult to manage. Note: Please do not address emails to me with "Hey Tonya…" or "Yo Tonya…" Your written communications to me (and others) should demonstrate your professionalism as well as respect for me as the professor of this course. I don't mind you using my first name, but I do object to "Hey" and "Yo".

INSTRUCTOR AVAILABILITY: I am not required to work on weekends, in the evenings, or on holidays. I am often in meetings on Fridays and have limited access to email. If I'm available on a Friday, I will do my best to respond to your inquiries/emails; however, please note, that due to the demands on my time on Fridays, you should only expect email responses Monday through Thursday.

Assignments and tests will be processed by instructor from Monday through Thursday.
E-mail responses will be sent from Monday through Thursday.

ACADEMIC ETHICS: Students are required to uphold basic ethical principles including honest test taking procedures and respecting the rights of fellow students and instructors. The Washington Administrative Code defines plagiarism/cheating as follows:

WAC 132J-125-200 Plagiarism/cheating:

(1) Any student who, for the purpose of fulfilling or partially fulfilling any assignment or task required by the faculty as part of the student's program of instruction, shall commit plagiarism or otherwise knowingly tender any work product that the student falsely represents to the faculty as the student's work product, in whole or in part, shall be subject to discipline.

(2) Any student who knowingly aids or abets the accomplishment of cheating, as defined in subsection (1) of this section, shall also be subject to discipline.

I expect you to complete all individual assignments and exams ethically and honorably. This means I expect that you will not use your textbook, neighbor, or notes while completing exams and I expect that you will not share assignment or test files. I also expect that you will not collaborate on individual assignments in ANY WAY. Duplication of someone else's assignments or turning in someone else's assignment or work is considered cheating. Plagiarism occurs when you knowingly submit someone else's ideas or words as your own and this is cheating behavior. Cheating on tests and/or assignments will result in a grade of zero for the test, assignment, and/or a final course grade of 0.0.

GRADING
Assignments: 35%
Unit Tests: 50%
Final Exam: 15%

Points will be awarded for completed assignments based on accuracy, completeness, and/or a set criterion. Tests will cover specific course content including the textbook and lecture content.

Your final grade will be assigned in accordance with Green River Community College Business Division's decimal grading scale below:

100% = 4.0			
99% = 4.0	98% = 4.0	97% = 4.0	96% = 3.9
95% = 3.9	93-94% = 3.8	91-92% = 3.7	90% = 3.6
89% = 3.5	88% = 3.4	87% = 3.3	86% = 3.2
85% = 3.1	84% = 3.0	83% = 2.9	81-82% = 2.8
80% = 2.7	79% = 2.6	78% = 2.5	77% = 2.4
76% = 2.3	75% = 2.2	74% = 2.1	73% = 2.0
72% = 1.9	71% = 1.8	70% = 1.7	69% = 1.6
68% = 1.5	67% = 1.4	66% = 1.3	65% = 1.2
64% = 1.1	63% = 1.0	Below 63% = 0.0	

Approximate letter grade equivalents: 3.5 to 4.0=A; 2.5 to 3.4=B; 1.5 to 2.4=C; 1.0 to 1.4=D; and Below 1.0=F

STUDENT BEHAVIOR:
If a student chooses not to follow the expectations outlined in this syllabus and/or demonstrates undue hostility and/or disrespect to other students and/or the Instructor, the student may be required to withdraw from the course. It is expected that you will communicate in a respectful tone and manner in this online course. Please be aware that written communication often has “heavier” tones than verbal communication. Ensure that you are a productive and positive member of our learning community by conducting yourself in a professional and appropriate manner be it on the discussion boards or via email.

SOME ADVICE:
If this is your first time taking an online class, you may be surprised to learn that it takes more of your time than a similar “on ground” class. The benefit to online classes is the flexibility they provide. However, please be aware that online courses are designed for students who are independent learners and are self motivated. You ***must*** keep track of when things are due and realize that you are responsible for submitting the required work on time.

Course content is “released” and made available to you to work on at your convenience during the week; however, **the course is not self-paced**, and you will want to dedicate part of each day to this class. You will need to read material in your textbook, view the PowerPoint lectures, execute online tasks as well as complete individual lab assignments and team assignments.

Please do not wait until Thursday to begin working on your assignments. If you email me on Thursday with questions about an assignment that is due the next day, I may not be able to respond until after the due date and you risk losing points for not completing the work correctly. I am happy to help in any way I can, but if you procrastinate, it doesn’t give me very much ability to assist you. My advice is to commit to starting your assignments no later than Tuesday afternoon so we have adequate time to problem solve any issues that may arise.

You should get in the habit of logging into the class every Saturday so you can download the tasks for the week. You should also review the assignments so you can ascertain how much time you think you will need to complete the assignments and/or tests and plan your schedule accordingly.

Please feel free to contact me with any questions or concerns. I want you to do well in the course and I will help you in your journey in any way I can. Remember that ultimately, it is your responsibility to keep track of your due dates, manage your workload, and submit quality work in a timely manner. I’m confident you can do well in the course and I’m looking forward to a great quarter!