FUNDAMENTALS OF ADMINISTRATIVE TECHNOLOGIES
Course Syllabus

Course Number: TTC-0014  
OHLAP Credit: Yes
OCAS Code: 8103
Course Length: 120 Hours
Career Cluster: Business, Management & Administration, Finance
Career Pathway: Administrative & Information Support, Business Financial Management & Accounting
Career Major(s): Full Charge Bookkeeper, Project Administrative Assistant, Medical Insurance Coder, Medical Office Assistant
Pre-requisite(s): Business and Computer Tech OR Fundamentals of Technology

Course Description: This course builds on the core business skills and will provide students with the concepts, principles, and attitudes needed to understand how an office is operated and managed in a rapidly changing global environment. State-of-the-art personal computing is integrated throughout the course.

Textbooks:
- Welcome to Microsoft Office 2010, by Jill Murphy, Labyrinth Learning, 2011.
- Various instructor created materials

Course Objectives: Office Procedures – 35 hours

A. Prepare Correspondence.
   1. Prepare and format effective business documents including, envelopes, letters, reports, faxes, e-mail, outlines, footnotes/endnotes, and minutes.¹
   2. Demonstrate knowledge of general mail procedures, including the different classes of mailings, sorting, and distribution of mail.¹

B. Demonstrate Customer Service.
   1. Effectively apply conflict resolution techniques when dealing with internal customers as well as external customers.¹
   2. Demonstrate appropriate telephone etiquette when providing customer service, including appropriate manners when handling irate customers.¹
C. Understand Filing.
1. Demonstrate the ability to effectively use the many types of filing systems, including subject, standard alphabetic, and numeric.¹

D. Exhibit Organization.
1. Use appropriate procedures to effectively prioritize and manage time, projects, and resources.¹
2. Apply appropriate business math skills to prepare business forms and complete financial transactions.¹

E. Demonstrate Reading Comprehension.
1. Demonstrate effective use of proofreading skills, including spelling, grammar, proofreading marks, and charts/graphs.¹

F. Understand Scheduling.
1. Demonstrate proper parliamentary procedure and effectively plan a meeting.¹
2. Use appropriate procedures and resources to make travel arrangements, including preparing/securing travel documents, creating itineraries, and providing appropriate confirmations.¹

G. Use Appropriate Terminology.
1. Identify and/or demonstrate the ability to use appropriate and effective language, resources, and organizations needed in an office environment.¹

Telephone Etiquette – 5 hours

H. Communicate Effectively on the Telephone.
1. Identify common barriers to open communication.¹
2. Identify appropriate customer care representative behaviors.¹
3. Distinguish between idle conversation and dialogue.¹
4. Demonstrate ability to determine customer expectations.¹
5. Demonstrate ability to use fact-finding techniques.¹
6. Demonstrate proper phone etiquette and techniques.—conference calls, voice mail, pagers, video conferencing, transferring calls, ending calls, taking messages, screening calls, placing callers on hold, and using cell phones.¹

I. Answer Phones.
1. Demonstrate proper technique for beginning and ending calls.¹
2. Identify methods for showing customer empathy.¹
3. Identify methods to build customer goodwill.¹
4. Demonstrate methods for dealing with difficult callers.¹

J. Deal with Customers.
1. Describe the importance of behavioral styles as it applies to telephone techniques.¹
2. Describe the components of an ideal customer service environment.¹

K. Identify Telephone Equipment.
1. Define and describe the following types of telephone equipment: speaker phone, multi-line phones, conference calls, video conference calls, and wireless communication devices.¹

L. Use Appropriate Telephone Terminology.
1. Define branding.¹
2. Define customer service effectiveness.¹
3. Define screening call.¹
4. Define the phrase "our customers are blind".¹

M. Handle the Call.
1. Demonstrate fact-finding techniques.¹
2. Differentiate when to use open and closed-ended questions.¹
3. Model positive impression using proper communication techniques.¹

N. Exhibit Professionalism.
1. Demonstrate proper word choice when dealing with customers.¹
2. Demonstrate proper techniques when transferring calls.¹

O. Develop and Demonstrate Objective and Active Listening Skills and Telephone Personality.
1. Demonstrate appropriate voice quality.¹
2. Define the four standard behavioral styles: decisive, inquisitive, rational, and expressive.¹
3. Demonstrate techniques for handling difficult customers.¹

P. Demonstrate Effective Listening.
1. Define the following listener types: active, passive, cohesive, constructive, emotive.¹
2. Demonstrate the ability to listen for meaning.¹
3. Define the following barriers to effective listening: psychological, social, sensory, organizational, emotional, bias, difficult customer, physical, preoccupation, and hearing loss.¹

Word Processing Fundamentals – 40 hours

Q. Revise and Print.
1. Perform editing (e.g., cut, copy, and move information).¹
2. Specify print options and print files.¹
3. Set printing options for templates with fields.¹
4. Set printing options to manage print jobs.¹
5. Set page orientation.¹
6. Check spelling/grammar.¹
7. Set specialized language options.¹
8. Identify Office Clipboard default settings.¹
9. Utilize functions available on the task pane.¹

R. Utilize Shortcuts.
1. Identify and use keyboard shortcuts.¹
2. Select text (word, line, paragraph, document) using various methods (e.g., mouse clicks, click and drag, or keyboard combinations).¹
3. Identify templates available in Word.¹
4. Use wizards and templates to create documents.¹
5. Use templates and add-ins to identify styles.¹
6. Set and modify Smart Tag options.¹

S. Format Documents.
1. Format text for font, style, size, color, underline, effects and spacing.¹
2. Format and modify margins.¹
3. Apply borders and shading to paragraphs.¹
4. Format and modify line and page breaks.¹
T. Demonstrate General Word Processing Knowledge.
   1. Identify View formats.¹
   2. Use Views to display Headers/Footers.¹
   3. Identify shading types.¹
   4. Format text wrapping for clipart, shapes and text boxes.¹
   5. Identify default settings for Office Assistant.¹
   6. Identify toolbars and toolbar buttons.¹
   7. Display, hide and modify toolbars.¹

U. Use Advanced Features.
   1. Identify types of mail merge.¹
   2. Create a mail merge main document and data source.¹
   3. Identify other types of files that may be used in a mail merge.¹

V. Layout Pages.
   1. Set and edit tabs.¹
   2. Identify tab types.¹
   3. Format and modify table structure.¹
   4. Create, edit, apply and delete styles.¹
   5. Identify on-screen formatting information including breaks, paragraphs markers and tabs.¹
   6. View styles applied to a document.¹

W. Create Documents.
   1. Open previously created documents and identify components of the open window.¹
   2. Save files in specified locations and formats and identify components of the save window.¹
   3. Insert breaks (e.g., page, column, text wrapping, and section).¹
   4. Format multicolumn layouts.¹
   5. Modify text case using Change Case option.¹
   6. Use find/replace function.¹
   7. Locate and identify items in the drop down menus.¹

Spreadsheet Fundamentals – 40 hours

X. Create Charts.
   1. Identify fill effect options for chart titles.¹
   2. Insert a chart using the chart wizard.¹
   3. Insert and modify charts in a worksheet.¹
   4. Be able to identify if a presented chart accurately represents worksheet data show in a table.¹
   5. Insert a legend.¹
   6. Apply fill effects to a chart background.¹
   7. Insert and modify a PivotChart.¹
   8. Add titles to various areas on a chart.¹

Y. Perform Data Entry.
   1. Modify reference to an external data link.¹
   2. Enter data into a worksheet using a Data Form.¹
   3. Use Spell-check.¹
   4. Accept labels in formulas (change numbers to text).¹
   5. List allowable characters for naming cells.¹
   6. Create and use defined names in formulas instead of cell references.¹
7. Name the filename that stores the custom dictionary information. (CUSTOM.DIC)

Z. Manipulate Data.
1. Apply Merge & Center formatting.
2. Sort worksheet data.
3. Apply borders and shading for a cell.
4. Apply validation criteria to restrict data entry of a cell.
5. List the allowable types of criteria for validating data.
6. Insert and modify data.
7. Apply and use various AutoFilter commands.
8. Convert text from uppercase to lowercase.
9. Identify & change number formats, including currency, date & time, percentage formats, and scientific notation.
10. Apply conditional formatting to a range of cells.
11. Filter data in place using the Advanced Filter command.
12. Use the Paste Special command to transpose a range of data from a column to a row.

AA. Utilize Formulas/Functions.
1. Use SEARCH.
2. Use Error Checking.
3. Insert arithmetic formulas into worksheet cells.
4. Use common worksheet functions (e.g. SUM, AVERAGE, COUNT, DATE, IF, MID).
5. Use iteration command.

BB. Insert Graphics.
1. Identify various diagram types.
2. Identify default media file types.
3. Apply shadow effects for an object.

CC. Understand the Software Interface.
1. Use interactive worksheet components.
2. Switch between sheets in an interactive workbook.
3. Use the Research Task Pane.
4. Apply formatting to interactive worksheets.
5. Protect a shared workbook.
6. Use the Freeze Pane command.
7. Identify common buttons of the Formatting toolbar.
8. Reset toolbar usage data.
9. Share workbooks and remove a user from a workbook.
10. Rename a worksheet.
11. Print comments in a worksheet.
12. Identify common buttons on the External Data Toolbar.
13. Insert objects in custom headers or footers.
14. Set and clear Print Areas.
15. Print spreadsheet gridlines.
17. Use the Compare Side by Side toolbar to reset widow positions.

ODCTE objective
**Teaching Methods:** The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

**Grading Procedures:**
1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

**Description of Classroom, Laboratories, and Equipment:**
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

**Available Certifications/College Credit:**
The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

**College Credit Eligibility:**
The student must maintain a grade point average of 2.0 or better.