## SYLLABUS
### COLLEGE OF BUSINESS ADMINISTRATION

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
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<tbody>
<tr>
<td>OA236</td>
<td>ADMINISTRATIVE PROCEDURES</td>
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| Credit Value (Breakdown of theory and lab credits) | 3 Theory |

| Catalog Course Description | You will study office procedures, technology, records management, human relations, ethics, and telecommunications. Prerequisites: OA 115, ENG 111, and BA 200. (Spring) (3, 3T+0S) |

| Student Learning Outcomes/Objectives /Competencies of the Course | 1. Be a productive member of an office team  
2. Determine what ethical behavior means in an office situation and ways for dealing ethically with various situations  
3. Process information via technology  
4. Communicate effectively, both orally and in writing  
5. Assist in the preparation of meetings  
6. Do a job search and prepare employment portfolio  
7. Advance on the job  
8. Lead and supervise others |

| College-Wide Student Learning Outcomes | 1. Communication  
2. Critical Thought  
3. **Information Literacy**  
4. Cultural Competence |

Outcome in Bold