

Bossier Parish Community College  
Master Syllabus

**Course Prefix and Number:** BADM 115

**Credit hours:** 3-3-0

**Course Title:** Office Procedures

**Course Prerequisites:** BADM 105, CTEC 100

**Textbook(s):** To be determined

**Course Description:** This course focuses on understanding the role of the office professional in today's changing office environment. Students learn effective office, human relations, communication, decision-making, and critical thinking skills by completing assignments and live projects. Specific items covered in this course include interpersonal communications, professional presence and success behaviors, stress and time management, work ethics and diversity, current technology, telecommunications, mail and records management, business correspondence, teamwork, meetings and presentations, travel and conference arrangements, and career development.

**Learning Outcomes:**

At the end of this course, the student will

- A. demonstrate mastery of course terminology;
- B. display knowledge of mail handling and shipping services;
- C. demonstrate basic office procedures and communication skills;
- D. have a working knowledge of the operation of basic business equipment;
- E. understand the function and processes of business trips and meetings;
- F. identify key responsibilities of the office professional.

To achieve the learning outcomes, the student will

(The letter designations at the end of each statement refer to the learning outcome(s).)

- 1. Demonstrate a working knowledge of course terminology (A);
- 2. Demonstrate an understanding of mail handling and shipping services (B, C);
- 3. Describe the processes for handling incoming mail (B, C);
- 4. Describe the processes for handling outgoing mail (B, C);
- 5. Acquire an awareness of electronic mail and related communications processes (B, C);
- 6. Identify the available shipping services (B, C);
- 7. Demonstrate an understanding of the importance of equipment, equipment features, and control/use of supplies in the business office (D);
- 8. Identify equipment necessary to operate and to maintain an office efficiently (D);
- 9. Demonstrate ability to copy, assemble, collate, and staple materials (C);
- 10. Discuss the use of telephone answering machine and telephone answering services (C, D);
- 11. Exhibit an awareness of office supplies, their uses and sources (C, D);
- 12. Prepare for meetings, appointments, and travel (C, E, F);
- 13. Describe the procedures for organizing meetings (C, E, F);
- 14. Describe the procedures for maintaining an appointment calendar (C, F);

15. Outline the details of preparation of a business trip (C, F);
16. List items to be included in a trip folder (C, E);
17. Demonstrate proper telephone techniques (C, D);
18. Recognize the importance of the office environment (F);
19. Discuss the importance of an environment conducive to efficiency and productivity (C, F); and
20. Identify potential hazards to equipment, office, and individuals (D).

**Course Requirements:**

- To pass the course, student must achieve a course average of 70% or above.
- Students must have access to a computer (not mobile device), Microsoft Office, and the Internet to complete the assignments. Computer, software, and the Internet are available to students on campus during scheduled computer lab times and in the Learning Commons located in the BPCC Library.
- Students are required to use BPCC's LMS and are encouraged to use the BPCC Library to research topics and employment opportunities.

**Course Grading Scale:**

- A = 90 – 100
- B = 80 – 89
- C = 70 – 79
- D = 60 – 69
- F = 0 – 59

**Attendance Policy:**

Each student is expected to attend class regularly; excessive unexcused absences constitute grounds for suspension. Refer to the student handbook for [Attendance Policy](#).

**Course Fees:** This course is accompanied with an additional non-refundable fee for supplemental materials, laboratory supplies, software licenses, certification exams and/or clinical fees.

**Nondiscrimination Statement:** Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

COORDINATOR FOR SECTION 504 AND ADA  
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EQUITY/COMPLIANCE COORDINATOR

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Human Resources Office, A-105

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Hours: 8:00 a.m.-4:30 p.m. Monday - Friday, excluding holidays and weekends.