Bergen Community College  
Division of Business, Math & Social Science  
Information Technology  
Course Syllabus

Course Title:  
INF 214, Administrative Technology

Credits/Hours:  
3 credit/2 lecture, 2 labs

Course Description:  
INF-214 Administrative Technology focuses on the organizational requirements necessary to be productive in a modern office. Topics include scheduling, electronic communications, records management, travel and conference planning, research and organization of business data, use of electronic office equipment, and general office procedures.

Textbooks and Supplies:  
See course outline

<table>
<thead>
<tr>
<th>Student Learning Objectives</th>
<th>Assessment Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proofread at the Computer for Keyboarding, Statistical, Grammar, Punctuation Mechanical, Consistency Errors</td>
<td>Lab Exam</td>
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<tr>
<td>2. In Microsoft’s Outlook Manage E-Mail; Add and Access Contacts; Assign and Manage Tasks; Make and Manage Appointments and Events; Schedule and Manage Meetings.</td>
<td>SAM Exam</td>
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<tr>
<td>3. Plan a Conference complete with Travel Arrangements, Hotel Accommodations, Food Accommodations, and Speakers Using the Internet</td>
<td>Graded Project</td>
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<tr>
<td>4. Demonstrate knowledge in File Management in: Organizing Personal and Office Time; Learning Proven Records Management Concepts; Keeping Track of Paper and Electronic Files; Learning a Computer’s Filing System; Creating a Filing Mini-Manual; Learning About File Management Careers</td>
<td>Lab Exam</td>
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<tr>
<th>College Competencies:</th>
<th>Student Learning Objective:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Communication</strong> – Students will read and listen effectively.</td>
<td>1-4</td>
</tr>
<tr>
<td>2. <strong>Technological and Information Fluency</strong> – Students will demonstrate computer literacy, and will be able to retrieve, organize, and analyze information using both technological and traditional means</td>
<td>1-4</td>
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<tr>
<td>3. <strong>Personal Skills</strong> – Students will demonstrate an awareness of ethics, values, and personal responsibility, and an ability to understand and manage themselves and their commitments</td>
<td>1-4</td>
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<tr>
<td>4. <strong>Applied Knowledge</strong> - Students will demonstrate an understanding of, and apply, bodies of knowledge within and across disciplines</td>
<td>1-4</td>
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</table>
Course Content:
See course outline

Assessment:
An average of 60% from combined assessment measures is required to demonstrate proficiency in course material.

Evaluation:
SAMXP exam in Microsoft OUTLOOK 40 %
Test on: Proofreading at the Computer 20 %
Test on File Management 20 %
Evaluation of Travel Arrangements/Conference Planning 20%

Testing:
Students are required to take examinations on the day and time they are scheduled. If special circumstances require a test schedule adjustment, this must be worked out in advance with the instructor.

The instructor can be reached by telephone (see course outline for appropriate phone number), e-mail, or written note left in the Divisional Office (during the day) A-306C or the Evening Office L-113. If there are extreme circumstances (documentation may be required) that prevent a student from taking a test according to the published schedule, use one of the above options to contact the instructor before the next class. An arrangement for a special testing schedule is solely at the discretion of the instructor. A student who waits for the next class session to speak with the instructor will not be accommodated with a special test schedule.

Laboratory Work:
Laboratory assignments are hands-on productions that show the instructor that the student can competently use specified software. It is important that the student attend all lab sessions. The student should read the scheduled assignment in the text prior to coming to lab class.

It is anticipated that students will spend at least 4-hours per week completing lab assignments and studying the required material.

Homework:
In addition to any homework assignment given during class, it is a standing assignment that the student read each chapter of the book prior to its discussion. Following the class discussion, the student should reread the material and work with the exercises throughout the text. It is anticipated that students will spend at least 4-hours per week reading the text and working with the exercises and supplemental resources.

Policies:
- Lateness – The roll will be taken at the beginning of class. If the student is not in attendance at that time, he/she will be carried in the roll book as being absent unless the instructor is notified immediately after class. Attendance sheets cannot be adjusted at following class meetings.
- The student must adhere to all college polices. Due to the nature of this course, it is recommended that the student review the policy titled “Acceptable Information Technology Use at Bergen Community College”.
- The use of portable electronic devices such as pagers and cell phones is not permitted while class
is in session. Please be sure to silence electronic devices before entering class.

- The use of audio CD or tape players, radios, and college computers to play music during class is prohibited.
- Students are expected to demonstrate listening, reading, note taking, and writing skills. The student will need to take notes during class discussions and understand and follow verbal and written directions. All assignments and correspondence with the instructor (including e-mail) must be well written in full sentence format. Proper paragraph format must be used for all postings to the student bulletin board (if applicable).
- The subject line of all e-mail correspondence to the instructor must contain the course number and section and student’s name. Any e-mail received without this information will not be opened.
- Plagiarism in any form will be treated as a failure to complete an assignment. All work submitted should reflect individual effort by the student.
- In borderline cases that arise in almost every class each semester a student’s attendance, class participation, attitude, and observed effort will be considered in helping to determine the student’s final grade.

If the instructor does not appear after 20 minutes following the scheduled time, students should generate an attendance list. One volunteer member need deliver the list, containing the course title, date, and instructor’s name, to the Evening Office L-113 or to the Divisional Office (during the day) A-306C.

Additional policy and assessment information may be distributed by individual instructors.