

**Course discipline/number/title: AOP 2270: Integrated Office Procedures****A. CATALOG DESCRIPTION**

1. **Credits:** 3
2. **Hours/Week:** 3
3. **Prerequisites (Course discipline/number):** None
4. **Other requirements:** None
5. **MnTC Goals (if any):** NA

**B. COURSE DESCRIPTION:** This course capstones the administrative office professional duties that students will experience in any office setting. Students will integrate and reinforce skills taught in previous Administrative Office Professional courses. The student will work on simulated office projects and tasks, identify and solve current office challenges utilizing technology, and produce error-free, professional communication. Students will learn to set priorities and employ time management skills.

**C. DATE LAST REVISED (Month, year):** February, 2025

**D. OUTLINE OF MAJOR CONTENT AREAS:**

1. Career overview of an Administrative Office Professional
2. Word processing, spreadsheets and databases
3. Electronic scheduling, calendar management, and travel arrangements
4. Emerging technologies
5. Business communication skills
6. Online research
7. Priorities in workflow/time management skills
8. Expense and reimbursement documentation

**E. LEARNING OUTCOMES (GENERAL):** The student will be able to:

1. Create priorities for weekly completion of tasks.
2. Apply decision making and critical thinking skills by working independently with limited instructions.
3. Solve office challenges by researching and utilizing emerging technology.
4. Apply word processing, presentation, and spreadsheet applications to perform simulated office tasks.
5. Prepare error-free documents in various formats.
6. Demonstrate effective customer service management techniques.
7. Prepare travel, expense and reimbursement documentation.
8. Demonstrate professional phone skills.

**F. LEARNING OUTCOMES (MNTC):** NA**G. METHODS FOR EVALUATION OF STUDENT LEARNING:** Methods may include but are not limited to:

1. Examinations
2. Projects
3. Assignments

**H. RCTC CORE OUTCOME(S).** This course contributes to meeting the following RCTC Core Outcome(s):  
**Critical Thinking.** Students will think systematically and explore information thoroughly before accepting or formulating a position or conclusion.

**I. SPECIAL INFORMATION (if any):** None