

ADMINISTRATIVE ASSISTANT (ADAS)

ADAS 2410 - Introduction to Parliamentary Procedures (3 Credits)

This course examines Parliamentary Procedures, based on Robert's Rules of Order. Knowledge of parliamentary procedures leads to more productive meetings and allows meeting minutes to be recorded adroitly and accurately. Key concepts include rules that govern meetings: quorums, general classification of motions required to bring business before the meeting participants, motions that are out of order, or motions that require a two-thirds vote. Students will learn meeting decorum, the procedures for the debate of issues, working in executive sessions, and creating reports that accurately reflect the business of the meeting

Lecture: 3 hours

ADAS 2420 - Customer Service Skills (3 Credits)

This course will equip students with the knowledge and skills that will enable them to be a successful and proactive part of a customer service team. It is important that customer service representatives provide the highest quality customer care with every interaction. This course focuses on strategies for effective customer service, troubleshooting skills, call-handling procedures, call center metrics, incident management, communication skills, customer retention techniques, and call center processes. This course is a combination of theory and practice.

Lecture: 3 hours

ADAS 2430 - Introduction to Events Management (3 Credits)

This course introduces the process of planning, designing, and implementing a wide range of events from a meeting with just a few attendees to major expositions with thousands of visitors. Strategic planning, risk management, the event program, and event planning are key components of the course. Students will learn the food and beverage aspects of events as well as site planning and event promotion.

Lecture: 3 hours, Lab: 0 hours, Other: 0 hours

ADAS 2530 - Office Technology & Procedures II (3 Credits)

This capstone course enables students to integrate the skills previously learned in the program via a career-related office simulation. Students continue to learn Outlook as well as gaining knowledge of planning meetings and conferences. In addition, students research business data and learn about parliamentary procedures. Emphasis is placed on the development and exercise of decision-making ability and human relations skills.

Lecture: 3 hours

Prerequisite(s): OFTD 1140

ADAS 2570 - Administrative Office Management (3 Credits)

This course deals with the strategies and issues related to effective supervision of employees who work in an office environment. The relationship between office productivity and management activities such as planning, scheduling, organizing, implementing, evaluating and controlling is examined.

Lecture: 3 hours

ADAS 2580 - Office Administration Cooperative Education I (3 Credits)

This is a planned and supervised cooperative work experience that provides students with an opportunity to observe and participate in a work environment related to their academic interests. Students attend class on campus during weeks one through five then work approximately 13 hours a week in an approved Cooperative Work Experience Placement during weeks six through 15.

Lecture: 1 hour, Other: 13 hours