



# Experiential Learning Portfolio for 10106139 Administrative Office Procedures

## Student Contact Information:

Name: \_\_\_\_\_ Student ID# \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

*It is highly recommended that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.*

*Before attempting to complete this portfolio, the following prerequisites and/or corequisites must be met:*

PREREQUISITE: 10106110 Document Formatting and 10106146 Proofreading for the Office

## Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
  - What did you learn?
  - How did you learn through your experience?
  - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
  - Label artifacts as noted in the competency
  - Scan paper artifacts
  - Provide links to video artifacts
  - Attach all artifacts to the end of the portfolio
5. Write a Conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

**To receive credit for this course, you must receive “Met” on 8 of the 10 competencies.**

**10106139 Administrative Office Procedures, 3 Associate Degree Credits**

**Course Description:** This course is designed to develop professional skills and attitudes needed in today’s global business environment. Topics include making ethical decisions, working independently and as a team member, and managing time. Telecommunications, mail processing, travel arrangements and conferences, public relations, and ergonomics will be included. Previous word processing and proofreading experience is recommended.

**Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.**

**Competency 1: Examine the workplace environment**

Criteria: Performance will be satisfactory when:

- you describe how the workplace is changing
- you describe how the role of the administrative professional is changing
- you discuss the scope of diversity on the workplace
- you explain typical types of businesses
- you explain the roles of stockholders and boards

Learning Objectives:

- a. Examine how the workplace has changed
- b. Discuss the role of diversity in the workplace
- c. Identify principle types of businesses
- d. Identify organizational structures of businesses
- e. Explain the roles of bodies that govern businesses such as boards and stockholders

**Required Artifacts: None**

**Suggested Artifacts: Company Organizational Chart**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 2: Examine the role of ethics in the workplace**

Criteria: Performance will be satisfactory when:

- you identify ethical characteristics in a business
- you identify ethical characteristics in an employee
- you describe the benefits of community involvement
- you identify your biases
- you identify your personal values
- you explain the role of mission statements and codes of ethics in the workplace

Learning Objectives:

- a. Identify the characteristics of an ethical business
- b. Identify the characteristics of an ethical employee
- c. Discuss business and employee roles in community involvement
- d. Examine the concepts of bias and tolerance
- e. Examine personal values
- f. Explore how mission statements guide organizational values

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 3: Explore personal management**

Criteria: Performance will be satisfactory when:

- you describe the results of implementing an anger control strategy
- you describe the results of implementing a stress management technique
- you keep a daily time log
- you develop an action plan for time management

Learning Objectives:

- a. Examine emotional intelligence
- b. Examine strategies for dealing with anger
- c. Identify stress management techniques
- d. Explore time management strategies

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 4: Examine workplace technology**

Criteria: Performance will be satisfactory when:

- you identify healthy ergonomic practices
- you identify emerging workplace technologies
- you explain the benefits and challenges of using new workplace technologies
- you explain how you will keep current with new technologies

Learning Objectives:

- a. Explain the functions of computer hardware and software
- b. Explain ergonomics and the role it plays in employee health
- c. Explore present and future telecommunication and collaboration technologies
- d. Explain the necessity for computer and Web ethics
- e. Demonstrate a commitment to continual learning of changing technologies

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 5: Explore written communication in the workplace**

Criteria: Performance will be satisfactory when:

- your documents contain necessary information
- your documents contain accurate information
- your documents are free of grammar and spelling errors
- your documents are properly cited when required
- your documents follow ethical and legal guidelines
- your documents are attractive
- your documents are stored in a useful and manageable records management system

Learning Objectives:

- a. Identify the steps in planning and organizing written materials
- b. Observe appropriate ethical and legal practices in writing
- c. Identify best practices for managing records
- d. Examine best practices in preparing report documents
- e. Explain how to cite references
- f. Discuss how and to whom to disseminate information

**Required Artifacts: Three samples of professional documents**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 6: Explore oral communication in the workplace**

Criteria: Performance will be satisfactory when:

- the presentation includes an effective introduction
- the presentation demonstrates knowledge of the topic
- the presentation is relevant to the audience
- the presentation includes effective visuals
- the presentation includes an effective summary
- you dressed and groomed appropriately for the presentation
- you maintained good posture throughout the presentation
- you used natural gestures throughout the presentation
- you spoke clearly and distinctly
- you maintained good eye contact
- you appeared self-confident
- you smiled

Learning Objectives:

- a. Examine the characteristics of effective verbal presentations
- b. Outline the steps for preparing an effective presentation
- c. Identify strategies for delivering an effective presentation

**Required Artifacts: A recording of you giving a presentation (Skype, PowerPoint)**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**



**Competency 7: Coordinate meetings**

Criteria: Performance will be satisfactory when:

- you secure names and addresses of meeting attendees
- you reserve meeting room(s)
- you make calendar notations
- you prepare the meeting notice
- you prepare an agenda
- you coordinate travel arrangements
- you coordinate facility arrangements (food, equipment, materials)
- you prepare meeting handouts
- you prepare and distribute meeting notes/minutes
- you coordinate follow-up correspondence

Learning Objectives:

- a. Prepare meeting notice
- b. Coordinate facility arrangements
- c. Assemble materials for distribution
- d. Coordinate travel arrangements
- e. Communicate calendar/schedule updates
- f. Create action-item list for follow-up

**Required Artifacts: Meeting Notice and Agenda**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 8: Examine effective customer service**

Criteria: Performance will be satisfactory when:

- you acknowledge the customer
- you listen to the customer
- you identify customer needs
- you use professional business etiquette
- you identify action needed to meet customer needs

Learning Objectives:

- a. Identify internal and external customer needs
- b. Discuss strategies to identify customer needs
- c. Discuss strategies to meet customer needs
- d. Examine the role of verbal and nonverbal skills in customer service
- e. Practice business etiquette
- f. Practice telephone etiquette

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 9: Process mail**

Criteria: Performance will be satisfactory when:

- you process incoming mail
- you process outgoing mail
- you operate mail-processing equipment
- you maintain mailing lists

Learning Objectives:

- a. Identify classes of mail
- b. Differentiate among document and package services
- c. Select methods for sending domestic and international mail
- d. Perform dating, time stamping, annotating, logging, and routing functions
- e. Process voicemail
- f. Process electronic mail
- g. Process fax/modem documents
- h. Ensure that mailing lists are accurate and updated

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

**Competency 10: Maintain office equipment, hardware, and software**

Criteria: Performance will be satisfactory when:

- you perform preventive and routine equipment maintenance functions
- you identify equipment/software malfunctions
- you arrange equipment maintenance and repair
- you recommend software and hardware acquisitions
- you evaluate ergonomic features of office equipment
- you recommend vendors

Learning Objectives:

- a. Locate information in manufacturers' manuals, documentation, service/maintenance contracts, and other reference materials
- b. Record equipment maintenance
- c. Manipulate office furniture ergonomics
- d. Develop a plan for the efficient use of workspace
- e. Follow safety and security procedures

**Required Artifacts: None**

**Suggested Artifacts: None**

**Describe your learning and experience with this competency:**

**Met/ Not Met Evaluator Feedback:**

