



# The Administrative Professional: Technology & Procedures (Advanced Office Systems & Procedures)

*By Patsy Fulton-Calkins, Dianne Rankin, Kellie A. Shumack*

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Administrative Procedures is a capstone course for students majoring in Office Technology. It integrates the software applications skills they have learned previously, business communication skills, critical thinking, and concepts and activities that address the workplace environment, customer service, mail, travel, meetings, and events, records management; Students take this course because they'll be entering the workforce as administrative professionals and need to learn about office procedures, communication styles, financial factors and methods, meeting preparation, and office technology among other topics.

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## **Editorial Review**

### **Review**

PART I: THE WORKPLACE AND YOU. 1. Stepping into the World of the Administrative Professional. 2. Developing Your Potential. 3. Managing and Organizing Yourself. PART II: THE WORKPLACE ENVIRONMENT. 4. Understanding the Workplace Team. 5. Working Ethically and Using Business Etiquette. 6. Developing Customer Focus. PART III: COMMUNICATION - THE KEY TO SUCCESS. 7. Improving Communication Skills. 8. Developing Presentation Skills. 9. Handling Telecommunications. 10. Planning Meetings and Events. PART IV: RECORDS MANAGEMENT, TRAVEL AND FINANCES. 11. Handling Mail and Retaining Records. 12. Managing Records. 13. Coordinating Business Travel. 14. Understanding Financial Responsibility. PART V: CAREER SUCCESS. 15. Seeking Employment. 16. Leading with Confidence. Reference Guide. Glossary. Index.

### **About the Author**

Dr. Patsy J. Fulton-Calkins' experience in the field is extensive. Her past experience in the workplace includes working as an administrative professional for large corporations for six years. Early in her career, she completed the CPS certification. Her teaching experience includes over 13 years at the university, community college, and high school levels. In addition to her teaching experience, she has worked as an administrator in the following positions: • Chancellor of Oakland Community College (the chief executive officer), Oakland County, Michigan • President of Brookhaven College, Dallas, Texas • Vice-President of Instruction at El Centro College and Cedar Valley College, Dallas, Texas • Division Chairperson of Business and Social Science, Cedar Valley College, Dallas, Texas Her present position includes working with Tom Monaghan Associates, Inc. as a senior consultant in institutional advancement work with clients across the United States. Additionally, she is an adjunct professor at the university level. Her educational credentials include a B.B.A., an M.B.Ed., and a Ph.D. Honors include Outstanding Alumnus, University of North Texas; Transformational Leader in Community Colleges; Who's Who in America, Outstanding Woman in Management; Paul Harris Fellow of Rotary International; Beta Gamma Sigma, National Honorary Business Fraternity; and Piper Professor.

Dianne S. Rankin is an author, a consulting editor, and a developer of instructional materials for textbooks, websites, and ancillaries as well as educational publishers. Dianne has taught at the high school and community college levels and continues to teach computer classes for businesses and organizations. In addition, she has firsthand experience as an administrative assistant.

Kellie A. Shumack is an associate professor of instructional technology and a department head in the College of Education at Auburn Montgomery. She has worked as an administrative assistant and has taught at the secondary, community college, and university levels. Kellie has designed numerous college courses in both the online and face-to-face environments. She has authored multiple peer-reviewed journal articles, two textbooks, and several book chapters, and she has presented at over 40 professional conferences. Kellie was awarded the 2012 Auburn Montgomery College of Education Excellence in Teaching Award, received the 2010 Delta Pi Epsilon Outstanding Doctoral Research Award, and maintains a certificate to teach online courses at the postsecondary level.

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